



**Job Title:** Sr. Manager of Clinical Education

**Department:** Marketing

**Reports To:** Chief Marketing Officer

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CeQur® Corporation develops and commercializes a discrete, simple-to-use and wearable insulin delivery device that easily integrates into patients' daily lives. CeQur Simplicity™ is a 3 Day Insulin Patch designed to reduce the barriers and challenges of multiple daily injections to enable people with diabetes to achieve glycemic targets. CeQur Simplicity™ is FDA cleared and CE marked.

At CeQur, we aim to provide solutions to people with diabetes that are profoundly simple and clinically effective. We are looking for like-minded A+ team players to join our team to help make a difference and build a legacy while driving penetration of our therapies. CeQur values a collaborative and creative mindset, where each team member is encouraged to contribute to our processes, decisions, planning and company culture.

#### **Position Overview:**

The Sr. Manager of Clinical Education will lead all aspects of CeQur's clinical program strategy. This role will develop and execute a strategy aligned to CeQur's business objectives and will work cross functionally to advance our current and future projects tied to the clinical team. Responsibilities will include the day to day management of the clinical team, while also serving as a key leader in the development of training strategies, product support processes, onboarding new employees, and working with HCPs in the field.

#### **Responsibilities:**

- Clinical Education Program Strategy/Customer Education
  - Strategize, collaborate, and execute a short-term and long-term clinical support offense to include Clinical Territory Managers, Virtual Clinical Specialists, and Contracted Trainers.
  - Day-to-day management of clinical direct reports to include virtual clinical specialists and contracted trainers. Provides clinical oversight to Clinical Territory Managers.
  - Establish criteria to hire, train and manage the clinical team to support the growing demands of patient training.
  - Responsible to ensure all product trainers are certified and in compliance with FDA regulations with ongoing recertification.
  - Manage the development and execution of CeQur Simplicity training ensuring compliance with regulatory and quality requirements



- Determine attendance for educator programs in field territories
- Develop clinical trade show strategies in conjunction with marketing as needed
- Conduct live and virtual training of customers/patients, HCPs, Educators, and support Sales team's education events and industry conferences
- Maintain a thorough and detailed working knowledge of CeQur's organization, current medical research, and product
- Product Support
  - Refine product support protocols and establish guidelines for escalation between the CeQur Cares Advocates and Clinical Team.
  - Partner with Quality and CeQur Cares to determine and resolve escalated specific customer situations
  - Collaborate cross functionally to continuously identify opportunities for process efficiencies, procedural changes and training enhancements
  - Contribute to the preparation and reporting of monthly product support trends
  - Support patient inquires and patch changes as needed
- Other
  - Manage CeQur Cares Call Guidelines, FAQ Content, and Clinical Consulting
    - Ensure all content is up to date and optimized with key learnings and input from CeQur Cares team, clinical staff, patients and Regulatory/Quality
  - Employee Training
    - Design, develop and facilitate Clinical Education for employees through virtual and in person sessions

#### Experience and Skills:

- 3-5 years of clinical diabetes experience
- Excellent communication skills regarding diabetes management
- Willingness to work in a fast-paced and growth oriented environment
- Demonstrated ability to lead a team and coach employees
- Ability to navigate through ambiguity and manage complex situations with various stakeholders
- Ability to build effective relationships with patients, HCPs, and internal CeQur team
- Demonstrated ability to effectively communicate as a clinical resource for patients, HCPs, and the CeQur sales team according to company protocols and requirements.
- Skilled at presenting educational material in a clear, concise manner to various audiences
- Ability to react to rapidly changing situations calmly and confidently
- Excellent oral and written communication skills

#### Education and Experience:

- RN, RD, or CDCES or equivalent combination of education and applicable job experience.



- Maintenance of registration and licensure through clinical education.
- Advanced diabetes education professional credential: Certified Diabetes Care and Education Specialist (CDCES) or BC-ADM (Board Certified, Advanced Diabetes Management), or be eligible for either.

**Requirements:**

- Requires sitting and standing associated with a normal office environment.
- Manual dexterity is needed for using a calculator and computer keyboard.
- Light lifting may be required
- Up to 20% travel