

Job Description

Job Title: Customer Care Specialist

Department: Customer Care

Location: Madison, WI

Reports To: TBD

FLSA Status: Full-time

Entities Served: Stemina Biomarker

Direct Reports: N/A

Discovery, dba
NeuropointDX

Company Description

Stemina uses metabolomic technologies to study biology and disease in market areas important to human health. NeuroPointDX, Stemina's diagnostic division, is developing a diagnostic platform using human patient samples to understand the metabolic mechanisms involved in health and diseases such as cancer, autism and others. The company's ongoing Children's Autism Metabolome Project (CAMP), is the largest metabolomics study of autistic children ever conducted. This study has discovered biomarkers and assays have been developed for the early diagnosis of autism using patient samples. These assays are currently offered as a laboratory developed test (LDT) through Stemina's CLIA laboratory. Additional biomarker discovery efforts and assay development are ongoing and will serve to expand the company's clinical presence. In addition, Stemina provides drug screening, drug discovery and diagnostic development services for pharmaceutical and biotechnology companies under service contracts or joint discovery agreements using its proprietary metabolomics platform.

Job Purpose

The Customer Care Specialist is the primary contact for NeuroPointDX customers including health care providers, phlebotomists, and patient families. The Customer Care Specialist will respond to questions about the NeuroPointDX laboratory services, including but not limited to, questions about the laboratory test, the sample collection and shipping requirements, and billing. He/she will also coordinate customer communications with laboratory staff, medical director, and laboratory director. This position requires the delivery of excellent customer service.

Essential Job Duties and Responsibilities

- Address all incoming health care providers and patient families contacts received by email or phone regarding test orders and test results.
- Make outbound calls to health care providers and patient families, as needed, to address any issues with test orders.
- Fulfill requests for test kits.
- Coordinate shipping logistics by appropriate shipping or courier service, as requested.
- Maintain records of communications with health care providers and patient families regarding all test orders.
- Fax test results to ordering physicians and/or patient families, per company policies and procedures.

Essential Job Duties and Responsibilities (cont.)

- Maintain detailed files for all test orders.
- Document feedback from customers and present to leadership with goal of making constant improvements.
- Answer questions about test order payment and accept payment by telephone.
- Identify and escalate any issues of high importance to appropriate party (e.g., laboratory director).
- Assist in the writing and/or updating of Customer Care policies and procedures.
- Drive Customer Care process improvements by working with internal stakeholders in various parts of the company.
- Adhere to all company quality and communication policies and procedures, including all HIPAA guidelines/regulations.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty well. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience:

- Bachelor's degree
- Minimum of 2 years customer service experience in medical or laboratory setting.
- Experience in both phone and written customer support; experience with healthcare provider communications preferred.

Knowledge, Skills and Abilities Required:

- Excellent verbal and written communication skills
- Experience with Microsoft office software applications including Outlook, Word, Excel, etc.
- Knowledge of PHI and HIPAA guidelines
- Detail-oriented and highly organized with the ability to multitask
- Excellent interpersonal skills and the ability to adjust communication style and contents of information to people of various backgrounds
- Self-starter who can adapt in a small/dynamic laboratory organization
- Proven ability to provide professional and friendly customer service
- Motivated to perform work at a high level of quality
- Ability to work at a desk for an extended period

Contacts: Dana Kelly
HR and Administration
dkelly@stemina.com

Bob Burrier, Ph.D.
COO and VP of R&D
bburrier@stemina.com