

**Title of Job: *Subject Recruitment Coordinator***

**Summary of Job Duties:** Professionally answers incoming calls. Identifies customer needs and answer questions regarding clinical trials. Demonstrates knowledge of Clinical Research Advantage ongoing studies, by matching customer needs, as well as providing instruction to the customer. Qualifies customers and enters them into the data base. Schedules services with the customer. Designs, reviews and updates telephone scripts. Works with the sales team to assist with any documentation and submittal requirements. Assists with the design/layout of required advertising. Will also assist in the placement of advertising and the tracking of those ads success.

**Educational Qualifications:** High School Diploma or GED. Some college preferred.

**Experience/Training:**

- Proficiency with word processing, database, and spreadsheet software
- Good interpersonal and problem solving skills
- General knowledge of medical terminology
- Excellent phone etiquette

**Licenses. etc:** N/A

**Status and Scope:** Reports to the VP of Business Development

**FLSA Status:** Exempt

**Essential Job Duties:**

1. Demonstrate excellent oral and written communication skills with potential study subjects;
2. Answer telephone, take messages, and screen and direct calls;
3. Conducts outgoing recruitment calls as needed;
4. Demonstrate knowledge of a wide variety of studies and diagnoses that Clinical Research Advantage provides clinical trials for. Match the potential customers' needs to current studies, upcoming studies or log in data base for future studies;
5. Qualify customers by identifying the customer's diagnosis and exclusion factors to ensure correct placement in a study;
6. Reads the protocols and exclusions to ensure an excellent understanding of each trial being conducted. Develops a phone script and/or screening tool for each study;
7. Builds rapport with the sites and customers. Ensures courteous and efficient service is provided to patients;
8. Prepares regulatory documents for the awarding of study contracts and their submission; assists with tracking, coordination, and management of regulatory documents;

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*Effective 6/1/2008*

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9. Utilizes systems for tracking clinical trial progress and timelines;
10. Prepares presentation materials including reports, graphs, and other information;
11. Handles customer confidential information;
12. Arranges for convenient customer appointments and communicates the requirements to the customer. Communicates with the sites to ensure customer satisfaction;
13. Prepares copies as needed;
14. Posts notices;
15. May assist sites with phone contact to subjects;
16. Participates in branch and corporate training programs as appropriate; and
17. May perform other duties not specifically listed in this job description as assigned by their supervisor.