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## Client Services Representative

**SPAULDING CLINICAL** aims to be the clinical research organization by which all others are measured. Pioneering in our approach to redefining how the industry perceives and achieves success; passionate in our pursuit of ingenious solutions that mitigate risk; loving in our care for our volunteers, customers and employees; and heroic in our ambitions to ensure the health and safety of people around the globe - Spaulding Clinical is taking *research beyond results* to create a marketplace of safer drugs.

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Original Date: 2 Feb 2009

Revision Date: 28 Mar 2011

Position Reports To: Senior Director of Core Lab Services

Position Supervises: None

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### Job Summary:

The Client Services Representative must be able to project a professional company image through phone and electronic interaction by proactive problem solving associated services provided by Spaulding Clinical. She/he will be responsible for various incoming and outgoing calls and emails from numerous clients/sites in accordance with established policies, procedures and quality standards of Spaulding Clinical. The Client Services Representative must collaborate with other Core Lab staff to ensure smooth flow of communication between the client and internal staff.

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### Essential Duties and Responsibilities:

- Proactively answer phones and emails for client/site(s) requests
- Provide clear and concise information to client/site(s) on products and services
- Identify research and resolve customer issues utilizing appropriate staff and resources to ensure client satisfaction
- Determine client/site(s) requirements and expectations in order to recommend specific solutions.
- Follow-up until client/site(s) questions and/or issues are resolved
- Accurately process client/site(s) transactions
- Educate client/site(s) about features and benefits of services and equipment of Spaulding Clinical
- Manage time efficiently and work effectively with other members of the Core Lab team as well as other departments within Spaulding Clinical
- Present a professional image at all times
- Under minimal supervision, perform responsibilities as required
- Ability to troubleshoot issues real-time

- Other duties as assigned

The Statements made in the job description are intended to describe the general nature and level of work being performed by people assigned to this job. These statements are not intended to be an exhaustive list of all responsibilities, duties and skills required of people assigned to this job.

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### **Skills/Qualifications**

- Ability to read, write, and interpret the English language.
  - Professional verbal and written communication skills
  - Ability to work flexible schedules, which may include nights and weekends
  - Pass required testing/training classes
  - Computer literate with the ability to learn Spaulding Clinical specific software applications
  - Understanding of ECG acquisition equipment provided by Spaulding Clinical
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### **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to sit, stand, walk, reach with hands and arms, and use hands along with fingers, to handle or feel.
  - Ability to lift and/or move up to 25 pounds.
  - Specific vision abilities required by this job include clarity of vision both near and far.
  - Ability to identify and distinguish colors.
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### **Hazards:**

- Potential for exposure to toxic or caustic chemicals
  - Potential for exposure to blood borne pathogens
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### **Education and Experience:**

- High School Diploma, general education degree or equivalent
  - Knowledge of Client/Customer Services
  - 3-5 years experience in Client/Customer Service
  - 3 years of office experience
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*Spaulding Clinical Research management has the discretion to hire personnel with a combination of experience and education which may vary from the above listed skills and qualifications.*

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This is to acknowledge that I have read and understand the above job description. This copy supersedes any others previously distributed. I further understand that Spaulding Clinical may change, add or delete any essential duties and responsibilities described at its discretion with or without prior notice.

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Employee Name (Printed)

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Date

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Employee Signature