
Subject Recruiter

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.

Original Date: 17 Feb 2011

Revision Date: 11 Apr 2017

Job Summary:

Performs a variety of tasks associated with clinical study activities which are integral to the successful conduct of research studies. Assists in the handling of in-bound and out-bound telephone calls with study site personnel and/or potential study subjects or enrolled subjects. Staff must screen potential subjects via telephone to determine study qualification per study protocol requirements and schedule screening appointments.

Essential Duties and Responsibilities:

- Utilizes tools, processes, and training that enable Spaulding Clinical to develop effective strategies and tactics for subject recruitment and retention
- Handles study related in-bound and out-bound telephone calls with potential study subjects and responds to inquiries relating to advertising, referrals and research studies.
- Utilizes study specific screening scripts to actively recruit and screen potential study participants in accordance with each protocol.
- Reads Investigational Drug Brochures, protocols, consent forms and volunteer information sheets for a thorough understanding of the study drug and procedures.
- Attend and document all Study-Specific Training prior to working on the study
- Keeps abreast of SOPs, related FDA, Good Clinical Practice (GCP) and ICH guidelines, state and national laws and ethical standards.
- Proactively identifies project challenges, problems, and/or potential efficiencies and communicates these appropriately to the Subject Recruitment Manager
- Designs and maintains tools to ensure proper recruitment for research studies.
- Ensure that Subject Recruitment Manager is updated and aware of any issues that arise in the Recruitment Department.
- Ensure daily primary goals of Recruitment are met appropriately and that downtime is always filled with productive activities as assigned by Subject Recruitment Manager.
- Work professionally with colleagues to achieve departmental goals as delegated.

- Able to demonstrate effective professionalism, and problem-solving skills.

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.

Skills/Qualifications

- Demonstrates strong analytical, problem solving skills.
 - Ability to read, write and interpret the English language
 - Excellent verbal communication skills including active listening ability.
 - Detail oriented, good organizational traits.
 - Must be self-motivated, results oriented, multi-tasking, quick learner, respond to the urgent needs of the team and show a strong track record of meeting deadlines.
 - Good computer skills; inclination to adopt technology to maximize efficiency
 - Basic knowledge of medications, general medical diagnosis and medical terminology.
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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:

- Prior Call Center experience preferred.
- Excellent time management and organizational skills.

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.

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.

Employee Name (Printed)

Date

Employee Signature