

Call Center Representative

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Company: Revival Research Institute, LLC

Location: Karachi

Category: office-and-administrative-support

COMPANY: Revival Research Institute is a clinical research organization devoted to providing integrated solutions and scientific research capabilities with a patient-centric approach. Revive Research brings together advancements in medicine, and scientific expertise to help the healthcare and research community make better decisions and ultimately improve patient outcomes. As an outpatient clinical research institute we're dedicated to providing quality data to sponsors and care to patients. With the help of sponsors and volunteers, we're reshaping the next generation of therapies, one patient at a time. Utilizing real-world knowledge and insights, we deliver quality clinical trials to patients and operational excellence to sponsors, with compassion. JOB OVERVIEW: The Patient Coordinator (Call Center Representative) is responsible for screening of new leads, follow-up, and documenting participants for assigned active clinical trials in Revival Research Institute. The patient Coordinator plays a critical role in enabling clinical trials by building a database in the CTMS of willing and qualified study volunteers. KEY RESPONSIBILITIES: Call new interested participants, interview, and phone screen prospective clinical study participants. Maintain a database of clinical study participants. Develop outreach efforts related to participant recruitment. Interact directly with study participants via phone and SMS etc . Coordinate with Medical Staff (CRC)s to ensure adequate subject recruitment has been met for each study. Maintain and improve study documentation and volunteer records such as consent forms. Assist with sales, marketing, and outreach efforts as needed. Interact with and provide study-related details and accurate information to the participant. Maintain safe, fast-paced, and positive behavior in the work environment. Perform other related duties and participate in special

projects as assigned. BEHAVIORAL COMPETENCIES: · Conceptual capability, ability to solve problems and make decisions · Teamwork High commitment to teamwork and work ethics/ Etiquette. Shares knowledge and information proactively, building working relationships across team, and leverages opportunities, tools and methods used in the sharing of knowledge. · Planning and organizing Sets priorities among competing tasks according to importance and urgency Uses a systematic approach to planning and organizing work and activities. Plans with an appropriate and realistic sense of time. · Problem-solving and decision making Identifies the most evident and important information and issues within the given context. Uses judgment critically, takes a logical approach to problems and thinks with reason. Follows a logical and organized approach to gathering data and analyzing situations. · Customer focus. Strong customer focus with an effective and efficient approach. · Communication skills Strong communication skills (listening, questioning, and giving feedback) · Active learning Demonstrates a 'continuous improvement attitude', ability to learn quickly, and interest in the development Keeps updated on general trends of trails and studies that could improve and update the standards of processes, procedures, and services SHIFT: Night · Powered by JazzHR

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