

JOB DESCRIPTION

Job Title	Call Centre Representative
Department	Clinical Operations
Specific Tasks	<ul style="list-style-type: none"> • Build and maintain solid relationships with all volunteers by providing superior customer service • Conduct telephone eligibility screening of potential volunteers for inclusion or exclusion in all phases of clinical trials which includes but is not limited to • Reviewing screening criteria • Providing an overview of the study • Responding to volunteer preliminary questions • Capturing brief medical and medication history of volunteers • Completion of required paperwork • Book appointments for potential volunteers for onsite screening and assign volunteers to studies based on the results of medical screening visits • To call back the volunteers for follow up or study update. • Resolve volunteer issues in professional and understanding manner any time a volunteer shares a concern and refer and document the situation appropriately • Daily data entry, maintenance and updating of electronic volunteer files into Acclaim Pharma and Mediprobe Research specific software for telephone recruitment • Cooperate with and support the Quality Assurance (QA) group during audit activities • Ensure compliance with appropriate SOP's, GCP and ICH guidelines • Participate in training sessions • Execute other duties as may be required by Director of Clinical Operations
Reports to	Recruiting/Screening Supervisor
Communications	Liaison with Screening staff, Recruiting Screening Supervisor, Clinic Operation Supervisor To consult QA to ensure compliance with regulatory requirements.
Requirements	<ul style="list-style-type: none"> • Grade 12 plus a special program of up to one year or less or equivalent • 1 - 2 years experience in a customer service environment • Excellent oral and written communications skills • Strong organizing and planning skills to work independently with efficiency and accuracy • A proven track record of customer service success • Excellent interpersonal and public relation skills • Requires tact and discretion in dealing with and handling confidential information • Decisive, good decision making skills, able to escalate response to situations when relevant • Proficient in Microsoft Word, Microsoft Excel and Lotus Notes

This job description should not be constructed to imply that these requirements are the only duties, responsibilities and qualifications for this position. Employee may be required to follow any additional related instructions, acquire job skills and perform other related work if deemed necessary.