CLINICAL TRIALS OF TEXAS, INC.

Job Description

Job Title: Recruitment Specialist I

Department: Recruitment **FLSA Classification:** Non-Exempt

Department: Marketing/Recruitment

I. PURPOSE: To effectively conduct phone screening interviews with potential study volunteers and determine their willingness and eligibility to participate based on the applicable study protocol. Details of the procedures required, risks and benefits may also be provided to potential study volunteers as detailed in the applicable approved Informed Consent Document and other approved recruitment materials.

II. JOB RELATIONSHIPS:

Reports to: Manager II, Recruitment
V.P., Marketing & Recruitment
Senior V.P., Operations
President/CEO

Workers Supervised: None

Interrelationships: Works closely with the Recruitment Manager, phone screening peers, clinical research coordinators and other CTT staff.

III. ESSENTIAL FUNCTIONS:

A. Represent CTT in a professional and courteous manner (verbal, written and in appearance) when interacting with CTT staff, sponsors, contract research organizations (CROs), IRBs, patients/subjects, nursing and medical staff members of various clinics, hospitals and physician's offices;
B. Sit at workstation for long periods of time, managing a continuous high volume of calls;
C. Schedule appointments on doctor's and staff's calendar;
D. Create raving fans by building relationships with customers;
E. Ensure that potential study volunteers are called, screened and followed-up with expeditiously to provide a timely response;
F. To function as a member of the clinical research team in the recruitment department to help ensure that departmental goals are met across all studies as assigned by the Recruitment Manager;
G. On studies assigned as Lead Recruiter, be involved in all planning meetings (pre-SIV, SIV, trainings, protocol review and follow up meetings) and maintain any campaign portals and associated reporting;
H. Phone screen potential study volunteers utilizing the applicable inclusion/exclusion criteria as defined by the study protocol recruitment guide (PRG);
I. Enter medical history and demographic information taken from potential study volunteers into a computerized database;
J. Follow-up with all no-shows and update status in computerized database in a timely manner ensuring proper documentation in comments section;
K. Make reminder phone calls for pre-screens and screens scheduled;
L. Be knowledgeable about upcoming studies and communicate thoughts on how to pre-screen if applicable;

M. Participate in walk-in screenings, open houses, health screenings, expos and other in-person recruitment events, as assigned;
N. Maintain confidentiality of study protocol information and Protected Health Information (PHI) as defined in the CTT Confidentiality Agreement;
O. Attend required meetings and training sessions to stay abreast of current and changing federal regulations, study protocols and CTT policies;
P. Pursue educational opportunities to increase knowledge of research process and associated rules and regulations governing clinical research;
Q. Perform all study related duties in a time-and-cost effective manner in adherence with CTT policies;
R. Perform other duties as assigned.

IV. PHYSICAL REQUIREMENTS AND/OR ENVIRONMENTAL FACTORS:

A. Ability to sit for extended amount of time;
B. Work is normally performed in a typical interior/office work environment;
C. Local travel required;
D. Subject/Patient Customer Service;
E. Daily computer use;
F. Early evening and weekend work schedules;
G. Ability to properly lift up to 35 pounds and occasionally more than 35 pounds;
H. Ability to work in call center environment with occasional distractions and noise;
I. Ability to drive, and daily availability of an automobile.

V. MINIMUM REQUIREMENTS:

Education: High School Diploma. College degree preferred but not required.

Experience:

A. Minimum of 1-3+ years' experience within the field of clinical or biological research.

Knowledge and Skills:

A. Demonstrates core values & all skills set required;
B. Must have experience specifically in patient recruitment, understanding of related guidelines (IRB, FDA, GCP, and HIPAA) preferred but not required;
C. Must have experience with outbound/inbound calling;
D. Must have experience with Microsoft office applications (Outlook, Word and Excel) as well as internet-based applications;
E. Must be detail oriented, organized, self-motivated, be able to work independently and on a team, and the ability to stay on task;
F. Must have good written and verbal skills;
G. Must have good critical thinking and problem-solving skills;
H. Must be professional, and have a strong work ethic;
I. Must have the ability to adapt and take on additional tasks as requested;
J. Must have excellent customer service and telephone skills;
K. Familiarity with medical terminology;
L. Assists with key initiatives/process improvements in the department;
M. Assists with training company new hires;
N. Completes at least 80% of goals annually.

AGREED TO:

_____ _____

Employee Date

_____

Employee Printed Name

_____ _____

Immediate Supervisor Date

cc: Employee