



## **PATIENT CARE MANAGER I (Tuesday – Saturday Schedule)**

### **Company Description**

CareDx, Inc., headquartered in Brisbane, California, is a global molecular diagnostics company focused on the discovery, development and commercialization of clinically differentiated, high-value diagnostic solutions for transplant patients. CareDx offers AlloMap<sup>®</sup>, a gene expression test that aids clinicians in identifying heart transplant patients with stable graft function who have a low probability of moderate to severe acute cellular rejection. CareDx is developing additional products for transplant monitoring using a variety of technologies, including AlloSure<sup>®</sup>, a proprietary next-generation sequencing-based test to detect donor-derived cell-free DNA after transplantation.

CareDx, with its presence through Olerup, also develops, manufactures, markets and sells high quality products that increase the chance of successful transplants by facilitating a better match between a donor and a recipient of stem cells and organs. Olerup SSP<sup>®</sup> is a set of HLA typing used prior to hematopoietic stem cell/bone marrow transplantation and organ transplantation. XM-ONE<sup>®</sup> is the first standardized test that quickly identifies a patient's antigens against HLA Class I, Class II or antibodies against a donor's endothelium. For more information, please visit: [www.CareDx.com](http://www.CareDx.com).

### **General Description**

We are seeking a Patient Care Manager I to work a **Tuesday – Saturday schedule** and interact with medical professionals at leading clinics to provide support and problem resolution, ensuring their long-term success. The Patient Care Manager will manage and nurture the relationships with named accounts within a geographic region. You will use your knowledge of the healthcare industry and medical diagnostic processes to be a proactive and thorough problem solver so that our customers will develop trust and confidence in CareDx. Our customers include physicians, nurses, clinical laboratory personnel, other clinicians, patients and family, payers, CareDx field personnel, management, laboratory, and partners. You will be an integral part of our commercial team and be responsible for the day to day support as the lifeline to our transplant centers and patients. Working alongside our sales force, you'll have the opportunity to be a part of a winning team and make a real impact on patient care!

### **Responsibilities include, but not necessarily limited to:**

- Be a "Jack/Jane of all trades" and possess a wealth of cross functional knowledge including operational, clinical, and reimbursement
- Liaise between customers and cross-functional internal teams, ensure the timely and successful delivery of our solutions
- Ensure site wide protocol adherence from ordering to specimen handling
- Act as the main point of contact for any and all matters specific to your customers
- Collaborate with our sales team to achieve sales quotas and grow our business
- Responsible for delivering on outbound campaigns highlighting new products, services, and features

- Handling and resolving common requests, including (but not limited to) customer supply order entry, results and reporting, reimbursement questions, and technical questions in an accurate, timely manner
- Work with patients to coordinate blood draw logistics and ensure Standing Order compliance.
- Identify on-going service problems through trend analysis and proactively propose long-term solutions for root issues
- Field travel to key accounts and present business reviews or product updates
- Assisting with daily department activities to meet workload demands:
  - Entering/accessioning clinical sample data into the Laboratory Information System
  - Maintaining a database of customer accounts by adding new accounts and updating the records as information changes
  - Supporting implementation of new center start ups
  - Sending routine customer updates regarding product expiration, holiday schedules, etc., and monitoring responses to those updates
- Conducting phone follow up with customers regarding test requisition information clarification
- Coordinating with the laboratory staff and other members of the team to expedite timely processing of samples and customer inquiries
- Maintaining compliance with all applicable regulations referenced in CareDx SOPs, including HIPAA, CLIA, FDA, etc.

#### **Qualifications:**

- BS or BA Degree required (Health Science degree strongly preferred)
- Knowledge of medical or clinical diagnostics industry operations
- High level of energy and work ethic
- Results oriented with strong analytical capabilities
- Ability to thrive both independently and in a team environment
- Ability to work Tuesday – Saturday schedule
- Proven track record of performance in a fast paced environment and organizational skills to manage priorities and meet deadlines
- 3 years of account management/technical service or Inbound call center experience
- Proficiency in reporting and data analytic tools like Excel, Salesforce.com
- Strong verbal and written communication skills, professionalism, attention to detail, courtesy, flexibility, and the ability to work independently to achieve desired results
- Bilingual: Excellent Spanish written and verbal communication skills preferred
- Skilled in Microsoft Office applications
- Excellent problem solving skills, detail oriented with focus on quality and accuracy
- Demonstrated ability to influence without direct authority and to develop and maintain strong cross-functional partnerships
- Proven experience of managing customer expectations and product development updates
- Proven track record of working effectively in a collaborative, fast-paced, multi-tasking environment

An important aspect of CareDx's culture is that we are passionate about what we do and we are all willing roll of our sleeves to get the job done. We are looking for a Patient Care Manager I who fits that expectation and who will prosper in our culture.

The position is located at our headquarters in Brisbane, CA.

## **Additional Information**

Benefits & Perks: We provide Medical, Dental, Vision and Life Insurance, Flexible Spending and Dependent Care, Commuter Accounts, 401(k), 3 weeks of vacation, 5 days sick leave, 1 personal floating holiday, 9 paid holidays, gym reimbursement, yoga onsite, ping pong, foosball, BBQ's, social hours, and more!

*CareDx, Inc. is an Equal Opportunity Employer.*

**Please send cover letter and resume to: [HR@CareDx.com](mailto:HR@CareDx.com) Subject Line: Patient Care Manager I (Tues.-Sat.)**

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