

Job Title	<i>Clinical Nurse Coordinator</i>
Department	<i>Administration</i>
Reports To	<i>Senior Vice President, Operations</i>
FLSA Class	<i>Exempt</i>
Salary Grade	
Revised Date	<i>9.19.2023</i>

Position Summary

Collaborates with the admissions, pharmacy, client service specialists and other appropriate staff to safely and effectively admit patients to nufactor services. Coordinates patient care and nurse scheduling for assigned caseload in a timely and effective manner. Acts as a resource for subcontracted nursing agencies, independent contract nursing and internal staff.

Essential Functions and Duties

- Act as a central resource to internal and external staff for information on nursing and/or clinical issues and be available by phone after hours and on weekends to provide nursing clinical support.
- Works directly with physicians, clinical staff and patient/family to gather necessary medical documentation to support the coordination of treatment for the justification of reimbursement services and continuity of care.
- Facilitates a smooth transition to home care services, takes a pro-active approach to home placement ensuring appropriateness of patient and home environment.
- Assists in the evaluation and coordination of home infusion nursing services.
- Assists in the development and management of nursing subcontracted services and independent contract nursing.
- Assists in creating and/or updating departmental policies and procedures as necessary.
- Reviews clinical nursing documentation for appropriateness of therapy and outcomes. Ensures clinical documentation meets standards for nurse documentation.
- Proactive approach to tasks and an ability to multi-task well.
- Comfortable in giving direction and keeping people on-task.
- Participate in on-call schedules, special projects, and committees as required.

- Keep abreast of industry trends and maintain knowledge of therapy by reading/reviewing literature, maintaining continuing education requirements, and attending in-services, seminars, conferences, or other educational opportunities.
- Continuously strive to improve processes, service quality to internal and external customers, and employee relations.
- Adheres specifically to all company policies and procedures, Federal and State regulations and laws.
- Display dedication to position responsibilities and achieve assigned goals and objectives.
- Represent the Company in a professional manner and appearance at all times.
- Understand and internalize the Company's purpose; Display loyalty to the Company and its organizational values.
- Display enthusiasm and dedication to learning how to be more effective on the job and share knowledge with others.
- Work effectively with co-workers, internal and external customers and others by sharing ideas in a constructive and positive manner; listen to and objectively consider ideas and suggestions from others; keep commitments; keep others informed of work progress, timetables, and issues; address problems and issues constructively to find mutually acceptable and practical business solutions; address others by name, title, or other respectful identifier, and; respect the diversity of our work force in actions, words, and deeds.
- Comply with the policies and procedures stated in the Injury and Illness Prevention Program by always working in a safe manner and immediately reporting any injury, safety hazard, or program violation.
- Ensure conduct is consistent with all Compliance Program Policies and procedures when engaging in any activity on behalf of the company. Immediately report any concerns or violations.
- Other duties as assigned.

Education, Knowledge, Skills and Experience

Required Education:

- High School diploma or equivalent required.
- Bachelor's degree in related field preferred.
- Must have either a Licensed Practical Nurse (LPN) or Registered Nurse (RN) from an approved program by the National League of Nursing Accrediting Commission (NLNAC) or the Commission on Collegiate Nursing Education (CCNE).

Required Knowledge:

- Two (2) or more years working knowledge of state, federal and Joint Commission guidelines/regulations/laws.
- Basic to intermediate understanding of Internet technologies.

Preferred Knowledge:

- Familiarity with the laboratory environment, its processes and general means of operation as related to the use and consumption of equipment and supplies.

Required Experience:

- Minimum of two (2) years' experience in the hospital or home care setting.

Preferred Experience:

- Prior experience in the treatment and care of patients with hemophilia, immune deficiency or other infusion therapies is highly desired.
- Preferred experience in home infusion therapy, medications/supplies and ambulatory infusion pumps.

Required Skills:

- Must have strong organizational skills.
- Must have a detail orientation and the proven ability to prioritize work.
- Must have effective verbal and written communication skills.
- Must have the ability to work with limited supervision and as part of a team.
- Sound decision-making abilities.
- Display excellent judgment on a consistent basis.
- Ability to exercise discretion and maintain confidentiality to the level of required HIPPA standards.
- Intermediate to advance Microsoft Office skills.
- Ability to troubleshoot clinical and equipment related issues.

Professional Certification:

Full, current and unrestricted license as either a Licensed Practical Nurse (LPN) or Registered Nurse (RN) in the State that the pharmacy is located.

Physical requirements

Vision, hearing, speech, movements requiring the use of wrists, hands and/or fingers. Must have the ability to view a computer screen for long periods and the ability to sit for extended periods. Must have the ability to work the hours and days required to complete the essential functions of the position, as scheduled. Must have the ability to lift and maneuver items of at least 20 lbs. Must have the ability to travel occasionally. Working condition include normal office setting.

Mental Demands

Learning, thinking, concentration and the ability to work under pressure, particularly during busy times. Must be able to pay close attention to detail and be able to work as a member of a team to ensure excellent customer service. Must have the ability to interact effectively with co-workers and customers, and exercise self-control and diplomacy in customer and employee relations' situations. Must have the ability to exercise discretion as well as appropriate judgments when necessary. Must be proactive in finding solutions

Direct Reports

None

EEO/AAP Statement

FFF Enterprises/ NuFactor is an equal opportunity employer to all and prohibits discrimination and harassment based on the following characteristics: race, color, caste, religion, religious creed (including religious dress and grooming practices), national origin, ancestry, citizenship, physical or mental disability, medical condition (including cancer and genetic conditions), genetic information, marital status, sex (including pregnancy, childbirth, breastfeeding, or related medical conditions), gender, gender identity, gender expression, age (40 years and over), sexual orientation, veteran or military status, medical leave or other types of protected leave (requesting or approved for leave under the Family and Medical Leave Act or any state protected leaves), domestic violence victim status, political affiliation, reproductive health decision-making, and any other characteristic protected by state or federal anti-discrimination law covering employment. These categories are defined according to Government Code section 12920. The Company prohibits unlawful discrimination based on the perception that anyone has any of those characteristics or is associated with a person who has or is perceived as having any of those characteristics.

Acknowledgement

The above statements are intended to describe the general nature and level of work being performed by the incumbent assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and/or skills required of all personnel so classified.

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Print Name

Signature

Date



Job Title	<i>Customer Success Manager</i>
Department	<i>KlearTrust</i>
Reports To	<i>VP, Customer Success</i>
FLSA Class	<i>Exempt</i>
Salary Grade	
Revised Date	<i>10.9.2023</i>

Position Summary

An FFF Enterprises strategic investment, KlearTrust is an exciting, tech-enabled startup that provides the technology and services required to design, implement, and operationalize value-based healthcare agreements. With an initial focus on specialty pharmaceutical products, KlearTrust supports drug manufacturers in launching and administering product warranty programs and works with all associated stakeholders to promote and drive toward the best outcomes for each step of the value chain, including for the patient.

As a Customer Success Manager, you will be at the forefront of our organization, dedicated to owning and executing the entire Customer Journey. Your mission is to ensure that our clients and their stakeholders consistently experience value and success in their interactions with KlearTrust. This pivotal role requires you to act as the "quarterback" of our organization, serving as the primary point of contact for customers, orchestrating cross-functional efforts, resolving issues, and establishing shared processes which become the foundation of our customer-centric approach.

Essential Functions and Duties

- Take full ownership of the Customer Journey for assigned accounts, serving as the primary interface point between KlearTrust and our clients, ensuring they receive value every step of the way.
- Act as a liaison within the organization, collaborating with various teams to complete tasks, resolve issues, and deliver value to customers.
- Oversee and nurture a collection of client accounts, maintaining a deep understanding of their needs, goals, and challenges.
- Establish and promote shared processes that serve as a framework for how KlearTrust interacts with customers, ensuring consistency and alignment with customer-centric goals.
- Review key customer health metrics for assigned accounts, proactively identifying areas for improvement and growth.

- Lead and facilitate client meetings, fostering open communication, addressing concerns, and driving progress.
- Conduct regular account strategy reviews to ensure that customers are continuously evolving and expanding their engagement with KlearTrust.
- Dive in to facilitate projects and issue resolution, taking on the role of project manager as needed to ensure successful outcomes.
- Maintain organized and clear communication with clients, following a defined framework.
- Lead special projects and contribute to process improvement initiatives as needed.
- Ability and willingness to travel when necessary (less than 30%)
- Adheres specifically to all company policies and procedures, Federal and State regulations and laws.
- Display dedication to position responsibilities and achieve assigned goals and objectives.
- Represent the Company in a professional manner and appearance at all times.
- Understand and internalize the Company's purpose, display loyalty to the Company and its organizational values.
- Display enthusiasm and dedication to learning how to be more effective on the job and share knowledge with others.
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- Other duties as assigned.

Required Education, Knowledge, Skills and Experience

Required Education:

- Bachelor's degree in Healthcare, Finance, Accounting, Economics, or other relevant field or four (4) additional years of experience in lieu of degree.
- Advanced degrees (e.g., MBA, MPH) preferred.

Preferred Knowledge:

- Working knowledge of and/or experience with pharmaceutical manufacturer market access strategies, organizations, and operations.
- Familiarity with healthcare technology, pharmaceutical processes, drug product warranties, and/or value-based contracting.

Required Experience:

- Four (4) or more years of experience [nine (9) or more years of experience for non-degreed candidates] working in healthcare in a client-facing role (Customer Success, Account Management, or related role).
- Experience with CRM software and customer success platforms and programs.

Preferred Experience:

- Prior work experience in the pharmaceutical space.
- Experience working with data and/or SQL.

Required Skills:

- Excellent problem-solving skills and a proactive, solution-oriented approach.
- Proficiency in creating professional presentations and reports using software such as Microsoft Office Suite.
- Excellent project management skills, with the ability to keep projects on track and deliver within established timelines.
- Analytical mindset, with an ability to derive actionable insights from data and an enthusiasm for continued learning.
- Highly organized with the ability to multitask and prioritize effectively.
- Ability to lead and facilitate client meetings, presenting solutions and driving strategic discussions.
- Customer-focused attitude, demonstrating empathy and a commitment to exceeding client expectations.
- Exceptional communication and interpersonal skills, with a focus on building and maintaining strong customer relationships.

Physical requirements

Vision, hearing, speech, movements requiring the use of wrists, hands and/or fingers. Must have the ability to view a computer screen for long periods and the ability to sit for extended periods. Must have the ability to work the hours and days required to complete the essential functions of the position, as scheduled. The employee occasionally lifts up to 20 lbs. and occasionally kneels and bends. Must have the ability to travel occasionally. Working condition include normal office setting.

Mental Demands

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Direct Reports

None

EEO/AAP Statement

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Print Name

Signature

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Job Title	<i>Healthcare Consultant</i>
Department	<i>KlearTrust</i>
Reports To	<i>VP, Customer Success</i>
FLSA Class	<i>Exempt</i>
Salary Grade	
Revised Date	<i>10.9.2023</i>

Position Summary

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To support the delivery of high-quality services, the Healthcare Consultant will help in leading consulting projects, working closely with clients to guide them through the product warranty design process. This role requires a hands-on approach, involving in-depth research, data analysis, client interaction, and the creation of professional deliverables.

Essential Functions and Duties

- Assist in leading consulting project engagements with various stakeholders in the pharma ecosystem, acting as primary point of contact and trusted advisor.
- Conduct research, as needed, on published clinical papers, disease and/or product reference information, legislation, and industry trends to gather insights and data relevant to warranty design and pharmaceutical products.
- Create polished presentations, reports, and other professional deliverables using tools like PowerPoint, Word, and Excel to communicate findings and recommendations to clients effectively.
- Run and facilitate client meetings, workshops, and presentations to discuss project progress, findings, and solutions, ensuring a collaborative and client-centric approach.
- Analyze data to extract insights, validate accuracy, confirm business hypotheses, and identify trends, presenting data-driven recommendations to clients.

- Maintain organized project documentation, including research notes, meeting minutes, project plans, and other relevant materials.
- Translate complex healthcare and warranty concepts into easily understandable language for clients, fostering a clear understanding of the processes and benefits.
- Collaborate with other KlearTrust teams to facilitate project deliverables (data simulations and bespoke analytics, go to market and implementation planning, etc.).
- Ability and willingness to travel when necessary (less than 30%)
- Adheres specifically to all company policies and procedures, Federal and State regulations and laws.
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- Other duties as assigned.

Required Education, Knowledge, Skills and Experience

Required Education:

- High School diploma or equivalent required.
- Bachelor's degree in Healthcare, Finance, Accounting, Economics, or other relevant field preferred.

Required Knowledge:

- Proficiency in creating professional presentations and reports using software such as Microsoft Office Suite.
- Excellent project management skills, with the ability to keep projects on track and deliver within established timelines.

Preferred Knowledge:

- Advanced degrees (e.g., MBA, MPH).
- Prior work experience in the pharmaceutical space.
- Working knowledge of and/or experience with pharmaceutical manufacturer market access strategies, organizations, and operations.
- Familiarity with healthcare data, technology, pharmaceutical processes, drug product warranties, and/or value-based contracting.
- SQL experience.

Required Experience:

- Three (3) or more years of experience working for a consulting firm and/or professional services in healthcare, with a proven track record of successful project leadership.
- Demonstrated ability to build and maintain strong client relationships.

Required Skills:

- Logical and structured thinker with the ability to apply critical thinking to ambiguous and unstructured problems.
- Analytical mindset, with an ability to derive actionable insights from data and an enthusiasm for continued learning.
- Exceptional communication and presentation skills, with the ability to convey complex concepts clearly and persuasively.
- Detail-oriented with strong organizational skills to manage multiple projects simultaneously.
- Customer-focused attitude, demonstrating empathy and a commitment to exceeding client expectations.
- Willingness to roll up sleeves and perform in-depth, hands-on work as needed.

Physical requirements

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Direct Reports

None

EEO/AAP Statement

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Print Name

Signature

Date



Job Title	<i>Support Specialist</i>
Department	<i>KlearTrust</i>
Reports To	<i>VP, Customer Success</i>
FLSA Class	<i>Exempt</i>
Salary Grade	
Revised Date	<i>10.9.2023</i>

Position Summary

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The Support Specialist will be the primary point of contact for KlearTrust portal user requests, responsible for resolving issues, providing exceptional customer service, and ensuring the efficient operation of our ticketing system. The Support Specialist will also play a crucial role in fostering an environment of continuous improvement with regards to support workflows, ongoing customer education, and overall customer experience.

Essential Functions and Duties

- Provide prompt and courteous assistance to KlearTrust customers and other stakeholders via various communication channels (email, phone, Portal) to address questions, troubleshoot issues, and guide them through our services and solutions.
- Manage the ticketing system, including ticket creation/response, prioritization, assignment, resolution tracking, and system configuration to support agent workflow(s).
- Diagnose and resolve technical and/or operational issues and questions related to drug product warranty adjudication, utilizing knowledge resources and collaborating with cross-functional teams.
- Maintain comprehensive documentation of support processes, incident ticket facilitation, and client interactions, ensuring that information is accurate and accessible to the team.
- Define and generate reports to track support metrics, identify trends, and propose improvements to enhance customer satisfaction and operational efficiency.

- Collaborate with internal teams to identify opportunities for workflow optimization, automation, and process enhancements to streamline support operations.
- Develop and deliver user training materials, webinars, or documentation to empower users with self-service options and reduce recurring support inquiries.
- Conduct quality assurance checks on support interactions and tickets to ensure consistency, accuracy, and adherence to company policies and best practices.
- Adheres specifically to all company policies and procedures, Federal and State regulations and laws.
- Display dedication to position responsibilities and achieve assigned goals and objectives.
- Represent the Company in a professional manner and appearance at all times.
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- Other duties as assigned.

Required Education, Knowledge, Skills and Experience

Required Education:

- High School diploma or equivalent required.
- Bachelor's degree in a relevant field preferred.

Required Experience:

- Two (2) or more years of prior healthcare experience.
- Proven experience in a customer support or technical support role, preferably in a healthcare or pharmaceutical setting.
- Proficiency in using ticketing systems and customer support software.

Preferred Experience:

- Experience using and maintaining Zendesk for support operations and reporting (Explore).
- Prior work experience in the pharmaceutical space.
- Familiarity with healthcare data standards and formats (claims, HL7, FHIR, etc.).
- Familiarity with healthcare technology, pharmaceutical processes, or drug product warranties.

Required Skills:

- Strong problem-solving skills with the ability to troubleshoot and diagnose technical issues.
- Excellent communication skills, both written and verbal, with a customer-centric approach.
- Detail-oriented with the ability to document and maintain accurate records.
- Analytical mindset to generate insights from support data and recommend improvements.
- Ability to work collaboratively in a team and adapt to a fast-paced environment.

Physical requirements

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Mental Demands

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Direct Reports

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