



Customer Integration Specialist Job Description

Location: Rexburg Office

About Company

Taproot Health Inc. is an innovative healthcare organization built to bring together patients, providers, pharma, payors, laboratories, and regulators, in order to accelerate advancements in cancer care. Taproot is launching a high-quality data collection and data sharing initiative that will house cancer patient genomic and clinical outcome data which will allow precision oncology to advance more rapidly and at a lower cost than ever before. Our expertise in oncology, genomics and patient data sets Taproot apart from other similar data collection companies in healthcare.

Job Description

For anyone interested in cancer care, healthcare, and data; Taproot presents the opportunity to work in one of the fastest growing and most exciting areas of healthcare. As a Customer Integration Specialist, you will be responsible for all activities related to enrolling clinical locations and individual patients in Taproot's clinical data registry. An analytical mind, problem-solving skills, and a strong technical aptitude are necessary to ensure that our stakeholders receive the world-class support they deserve.

Responsibilities

- Provide knowledgeable, professional, friendly, and helpful interactions with all customers.
- Work with healthcare providers and their staff to complete paperwork necessary to enroll their practice in our observational clinical trial.
- Work with healthcare providers and patients to complete paperwork necessary to enroll individual patients in our observational clinical trial.
- Verify accuracy of ongoing health outcome data reported by providers and patients.
- Provide technical support to providers and patients over the phone and/or through email.

Qualifications

- Strong interest in the healthcare industry.
- Completed or currently working toward bachelor's degree.
- Must know Microsoft Office: Word, Excel, Power Point
- Biology courses highly recommended but not a must.



- Strong self-motivator with the ability to tackle complex issues in unstructured environments.
- Professional and engaging communicator with experience working in a customer/client facing or teaching role.
- Quick learner with a history of learning new technologies/software.
- Strong attention to detail.

Physical Requirements

- Hearing – Adequate to perform job duties in person and over the telephone.
- Speaking – Must be able to communicate clearly in the English language in person and over the telephone.
- Vision – Visual acuity adequate to perform job duties, including reading information from printed sources and computer screens.
- Other – Requires frequently sitting for long periods of time throughout a regular work shift. Requires manual dexterity to operate equipment and perform manual responsibilities.

Hours

Full-time/Part-time positions available (minimum 20 hours per week). Employee must be able to work in 4-hour blocks of time.

Pay/Wage

Hourly