



Support Team Specialist, QUADRANT BIOSCIENCES

Department: Support Team (Operations)

Reports to: Support Team Director

COMPANY

This is a fantastic opportunity to join a rapidly growing company focused on developing novel molecular diagnostics and virtual care solutions to accelerate patient diagnoses and access to life-changing therapeutic treatments. Quadrant Biosciences works with top academic institutions, medical researchers and engineers to translate breakthrough findings into thoughtfully developed, scientifically sound applications. Starting with a simple saliva swab, we leverage next generation sequencing and the power of AI to develop accurate molecular diagnostics for a range of medical conditions including, autism spectrum disorder, concussion and Parkinson's disease. Quadrant Biosciences was recently highlighted on CNN, NPR, Bloomberg, and Huffington Post for its groundbreaking work.

JOB SCOPE

The purpose of this position is to create an exceptional experience for all individuals accessing Quadrant's service lines focused on diagnosing autism. Specifically, persons in the position provide support for our virtual care network, As You Are, in the areas of initial frontline communication via inbound and outbound calls, emails, chat and text messages from patients, parents/caregivers, providers, and provider liaisons.

Responsibilities include but are not limited to:

- Provide superior customer service support to patients, caregivers, health care professionals, consumers, and payers contacting the Support Team center.
- Assist callers with all inquiries related to insurance eligibility, coverage status, billing and payments, referral resources, scheduling / rescheduling, troubleshooting and assisting in virtual appointment login, and other administrative processes and procedures
- Assist with initial patient registration
- Ability to support inbound and outbound communication and inquiries
- Utilize and document interactions in applicable EHR/EMR/CRM technology
- Perform quality control checks of all information entered
- Ensure achievement of quality control metrics through collaboration with the Quality department
- Maintain working knowledge of organization guidelines, SOPs, FAQs, and current best practices for ASD
- Other duties as assigned

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to adhere to corporate compliance expectations
- Demonstrate the values of quality, integrity, innovation, accountability, collaboration, and leadership
- Demonstrate outstanding customer service and interpersonal skills
- Ability to work independently and exercise sound judgment with regards to issue escalation
- Ability to handle confidential information and or issues using discretion and judgment
- Strong communication skills - written and oral
- Adapts quickly and successfully to accommodate changing program needs
- Ability to work across all departments and on project teams

WORK ENVIRONMENTS AND HAZARDS

This position requires sitting for extended amounts of time with a majority of the tasks requiring typing at a computer station and managing telephone conversations using a variety of technology.

This may be a remote position. Remote employees will provide, at their expense, a secure, dedicated work area and are responsible for maintaining their work area in a safe, secure, and nonhazardous condition at all times.

PHYSICAL DEMANDS

This position is mainly a stationary position involving sitting most of the time but may involve walking or standing for brief periods of time. May require lifting up to 20 pounds.

QUALIFICATIONS

- Two years of experience within a call center and/or healthcare-related setting; equivalent combination of education and work experience may be considered
- Proficient in applicable computer software, i.e., Google Suite, athenaNet, Zendesk, and RingCentral
- Experience with virtual care patient customer support
- Preferred, but not required: Fluent in Spanish (written and verbal)

As You Are is managed by Quadrant Virtual Care Management LLC, a subsidiary of Quadrant Biosciences Inc. Quadrant Biosciences Inc. is a life sciences company that develops diagnostic and virtual care solutions for important global health issues. Headquartered in Syracuse, NY, and located throughout the SUNY Upstate Medical University campus, Quadrant Biosciences has grown to 125+ employees since 2015. To learn more, visit www.quadrantbiosciences.com.

Quadrant Biosciences Inc. provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.