

Client Services Coordinator

Position Summary

The Client Services Coordinator provides technical support, clinical trial site training, and operational assistance to clients and clinical research sites using the Client platform and connected medical devices. This role serves as a key resource for troubleshooting, user education, site communications, documentation, and day-to-day clinical trial support. The ideal candidate combines strong technical aptitude with excellent communication, organization, and customer service skills, and is comfortable working with clinical research sites, medical devices, digital platforms, and cross-functional teams.

Key Responsibilities

Client & Technical Support

- Manage client and site requests through phone, email, Freshdesk, and other support channels.
- Troubleshoot issues related to the Client platform, connected medical devices, Bluetooth connectivity, mobile applications, data synchronization, and study workflows.
- Provide clear, step-by-step guidance to clients and sites to resolve technical and operational issues.
- Document client interactions, troubleshooting steps, resolutions, and follow-up activities in Hubspot and Jira.
- Provide product and service guidance to help clients and sites effectively use Client and associated technologies.
- Escalate complex or unresolved issues to senior specialists or appropriate internal teams.

Clinical Trial Site Training

- Conduct virtual and/or in-person training for clinical trial sites on the Client platform, dashboards, connected devices, and study workflows.
- Train site personnel on respiratory technologies and at-home assessments, including:
 - Spirometry
 - FeN
 - Oscillometry
 - Peak expiratory flow (PEF)
 - Connected medical devices and Bluetooth pairing
 - Mobile applications and data synchronization
 - At-home respiratory assessments
- Track site training completion and follow up with sites regarding outstanding requirements.

- Provide retraining and additional support as needed.

Spirometry Proficiency & Site Support

- Track spirometry training and proficiency across clinical trial sites.
- Maintain accurate records of site and user proficiency status.
- Identify outstanding proficiency requirements and coordinate follow-up or additional training.
- Support consistent and accurate respiratory testing practices across sites.

Clinical Trial & Project Management Support

- Assist Project Managers with day-to-day operational activities for clinical trials.
- Maintain trackers for site training, technical support, device logistics, proficiency, and other study activities.
- Develop and send site communications regarding system updates, training requirements, study activities, and other operational changes.
- Send reminders and coordinate follow-up with sites.
- Assist with study start-up, site activation, ongoing site management, and closeout activities.
- Assist with preparation and organization of IRB packets and other study documentation.

Documentation & Process Improvement

- Maintain service guides, SOPs, training materials, FAQs, and internal knowledge resources.
- Identify recurring technical and site issues and communicate trends to internal teams.
- Help optimize processes related to training, support, tracking, documentation, and site management.
- Collaborate with Clinical Operations, Project Management, Product, and Technology teams to improve workflows and the client/site experience.

Qualifications

- Bachelor's degree in health sciences, respiratory therapy, clinical research, biomedical sciences, healthcare technology, or a related field; equivalent experience may be considered.
- Experience in technical support, clinical research, medical devices, healthcare technology, client support, or clinical training.
- Experience or familiarity with spirometry, FeNO, oscillometry, and/or PEF preferred.
- Strong technical aptitude and ability to troubleshoot software, connected devices, Bluetooth connectivity, and basic technology issues.
- Excellent written and verbal communication skills.
- Strong organizational skills and attention to detail, with the ability to manage multiple sites, requests, and deadlines.
- Comfortable working directly with clinical research sites, healthcare professionals, and clients.

- Experience with ticketing/support systems; HubSpot experience preferred.
- Proficiency with Microsoft Office and/or Google Workspace.

Preferred Qualifications

- Experience in clinical trials, CRO, pharmaceutical, medical device, or digital health environments.
- Respiratory therapy, pulmonary function testing, or other respiratory clinical experience.
- Experience with connected or Bluetooth-enabled medical devices.
- Experience with clinical trial platforms or patient-facing digital health applications.
- Experience with IRB submissions or clinical study documentation.
- Familiarity with GCP and clinical research processes.

Key Competencies

- Technical troubleshooting
- Clinical and device training
- Client and site support
- Clinical trial knowledge
- Connected medical device expertise
- Project coordination
- Organization and attention to detail
- Written and verbal communication
- Problem solving
- Process improvement
- Cross-functional collaboration