

JOB DESCRIPTION

Client Services Coordinator

Company	InnoSpark Services Pvt. Ltd.
Location	Gurugram, Haryana (Hybrid)
Employment Type	Full-time
Working Mode	Hybrid
Shift Window	TBD
Workdays	5 days a week (any)

ABOUT US

InnoSpark Services Pvt. Ltd. is an innovative technology company located in Gurugram, committed to providing state-of-the-art solutions to customers across various geographies, primarily in the USA. We are a rapidly expanding team dedicated to cultivating a challenging work environment that allows employees to develop and grow in tandem with the company.

THE CLIENT YOU WILL BE WORKING FOR

A US-based healthcare organization that provides a system for physicians and respiratory therapists to remotely monitor the lung function of patients in isolation, at home, or wherever they may be. The organization supplies a Bluetooth-connected home spirometer, a mobile application for patients, and a secure web portal for clinicians.

Every pulmonary function test performed by the patient can be viewed on the Provider Dashboard within seconds. Patients can therefore avoid travelling to a hospital or clinic and still get the care they need for respiratory conditions including COPD, asthma, cystic fibrosis and allergies.

POSITION SUMMARY

The Client Services Coordinator provides 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's 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 the client platform and associated technologies.

Client Services Coordinator

- 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
 - FeNO
 - 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.

Client Services Coordinator

- 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

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

WHAT WE OFFER

- **Growth Opportunities:** Be part of a small, dynamic team where you will have the chance to take on diverse responsibilities and grow with the company. You'll gain immense exposure to international healthcare technologies and play a pivotal role in connecting with global and domestic clients and partners, driving your professional growth.
- **Learning Environment:** Gain valuable experience and exposure to various aspects of startup operations and technology industry practices.
- **Work Culture:** A supportive and innovative work culture with opportunities for professional development and career advancement.

HOW TO APPLY

Interested candidates are invited to share their resume, along with a note on their **motivation to join a startup organization**, at career@innospark.ai.