



JOB DESCRIPTION

CareDx, Inc., headquartered in Brisbane, California, is a global molecular diagnostics company focused on the discovery, development and commercialization of clinically differentiated, high-value diagnostic solutions for transplant patients. The Company markets AlloMap®, a gene expression test that aids clinicians in identifying heart transplant patients with stable graft function who have a low probability of moderate to severe acute cellular rejection. CareDx is pursuing the development of additional products for transplant monitoring using a variety of technologies, including AlloSure™, a proprietary next-generation sequencing-based test to detect donor-derived cell-free DNA after transplantation.

CareDx, with its presence through Olerup, also develops, manufactures, markets and sells high quality products that increase the chance of successful transplants by facilitating a better match between a donor and a recipient of stem cells and organs. Olerup SSP®, a set of HLA typing is used prior to hematopoietic stem cell/bone marrow transplantation and organ transplantation; and XM-ONE®, the first standardized test that quickly identifies a patient's antigens against HLA Class I, Class II or antibodies against a donor's endothelium. For more information, please visit: www.CareDx.com.

I. Specifications

Title: Technical Service Representative I
Manager: Associate Director, Customer Care
FLSA: Hourly
Classification: Regular Full Time
Shift: Regular working week is Tuesday through Saturday.
Hours are 8:30 – 5:00 Tuesday through Friday and 7:00 to 3:30 PM on Saturday
Department: Customer Care
Location: Brisbane, CA
Management: N/A

II. General Description

As a Technical Service Representative (TSR) at CareDx you will interact with medical professionals at leading clinics to provide support and problem resolution. You will use your knowledge of the healthcare industry and medical diagnostic processes to be a proactive and thorough problem solver so that our customers will develop trust and confidence in CareDx. Our customers include physicians, nurses, clinical laboratory personnel, other clinicians, patients and family, payers, CareDx field personnel, management, laboratory, and partners. You will be an integral part of our commercial team and be responsible for the day to day support as the lifeline to our transplant centers and patients. Working alongside our sales force, you'll have the opportunity to be a part of a winning team and make a real impact on patient care!

Responsibilities are as follows, but not necessarily limited to:

- Be a "jack/jane of all trades" and possess a wealth of cross functional knowledge including operational, clinical, and reimbursement
- Liaise between customers and cross-functional internal teams, ensure the timely and successful delivery of our solutions
- Handling and resolving common requests, including (but not limited to) customer supply order entry, results and reporting, reimbursement questions, and technical questions in an accurate, timely manner
- Work with patients to coordinate blood draw logistics and be their main point of contact for anything CareDx related

- Assisting with daily department activities to meet workload demands:
 - Entering/accessioning clinical sample data into the Laboratory Information System
 - Maintaining a database of customer accounts by adding new accounts and updating the records as information changes
 - Supporting implementation of new center start ups
 - Sending routine customer updates regarding product expiration, holiday schedules, etc., and monitoring responses to those updates
- Conducting phone follow up with customers regarding test requisition information clarification
- Coordinating with the laboratory staff and other members of the team to expedite timely processing of samples and customer inquiries
- Maintaining compliance with all applicable regulations referenced in CareDx SOPs, including HIPAA, CLIA, FDA, etc.

III. Work Environment:

Travel is not a primary aspect of this position although travel may be requested from time to time. An employee in this position may work in an environment, or visits facilities, in which safety, environmental and health concerns may demand constant attention. Adherence to the Corporate and/or Plant policies, rules, and regulations in these areas is required.

IV. Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands and fingers, handle or feel, and talk or hear. The employee frequently is required to sit, stand and walk. There will be periods of time during the workday where you will be sitting for 3-4 hours in a row. Requires regular use of hands to operate office equipment and type on the keyboard. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

V. Qualifications:

- BS, BA Degree Required (Health Science degree strongly preferred)
- Knowledge of medical or clinical diagnostics industry operations
- High level of energy and work ethic
- Results oriented with strong analytical capabilities
- Ability to thrive both independently and in a team environment
- Proven track record of performance in a fast paced environment and organizational skills to manage priorities and meet deadlines
- Inbound call center or technical service experience
- Strong communication skills, professionalism, attention to detail, courtesy, flexibility, and the ability to work independently to achieve desired results
- Bilingual: Excellent Spanish written and verbal communication skills preferred
- Skilled in Microsoft Office applications