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Customer Success Specialist

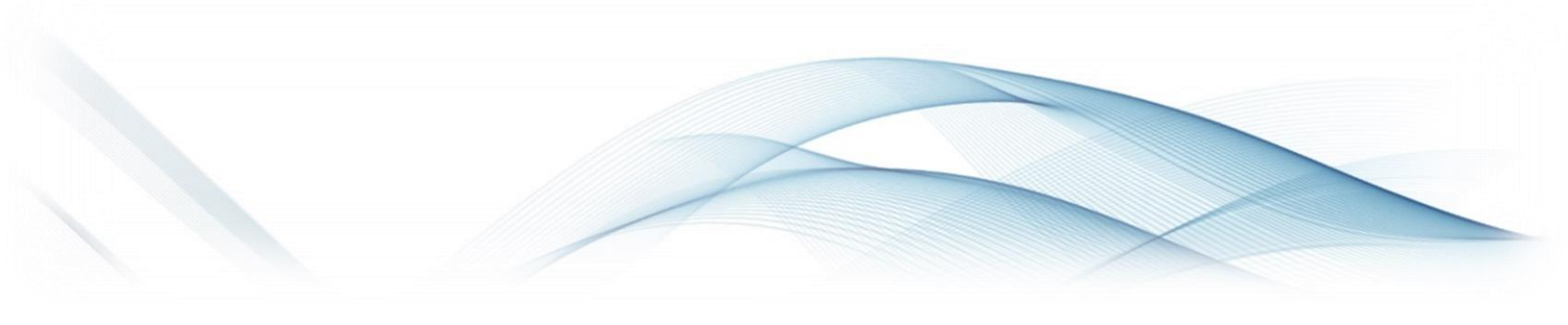
About Cala Health

Cala Health is a medical technology company pioneering a new class of electrical medicine called neuroperipheral therapy™. Neuroperipheral therapy treats chronic disease non-invasively, without drugs or surgery, by stimulating peripheral nerves with body-worn electronics. Merging innovations in neuroscience, electronics, and medical devices, Cala Health has recruited experts across these fields to develop new therapies for patients. The company was spun out of Stanford University and is venture backed by leading investors in technology and healthcare, including Johnson & Johnson, GV, dRx Capital (Novartis/Qualcomm joint investment), Lightstone Ventures, Lux Capital, and Action Potential Venture Capital (GlaxoSmithKline). If you are passionate about healthcare and want to join a dynamic team of committed professionals, please consider this opportunity.

The Opportunity

Cala Health is seeking a Customer Success Specialist to join our growing team. This individual will act as a professional representative of our organization to existing, new or potential customers. Other duties include the following:

- Ensure the timely and accurate entry of orders via telephone, mail, or electronic mail.
- Ensure the efficient implementation of Cala Health Customer Success procedures.
- Act as a liaison between customers, Operations, and Quality Assurance staff to provide quality products to patients.
- Proactively identify and solve problems in the Customer Success department and communicate them to management when appropriate.
- Answer customer inquiries regarding orders, shipment, or return status.
- Answer customer inquiries regarding product use.
- Process Returned Goods Authorizations for return of defective, expired, and unwanted product. Work with members of the accounting department to reconcile RGAs with customer credits. Ensure compliance to Good Manufacturing Practices as related to all returns.
- Publish weekly sales activity reports.
- Act as a liaison with Cala Health Sales Department, distributors, and internal personnel to ensure that customer service meets or exceeds customers' expectations.



- Complete assigned projects and tasks in a timely manner consistent with corporate objectives. Keep manager informed of changes in work schedule and/or workload.
- Manage demo stock disbursement.
- Support company goals and objectives, policies and procedures, Good Manufacturing Practices, and FDA regulations.
- Perform other duties as assigned.

Desired Skills and Experience

- High school diploma or equivalent required.
- Minimum five years related experience. Must possess excellent written and verbal communication skills.
- Experience with CRM and/or HME/DME systems.

Cala Health offers a competitive compensation and benefits program as well as a progressive work environment. We are an equal opportunity employer. If you or someone you know might be interested in this position, please submit a resume & an introductory email to careers@calahealth.com. More information about Cala Health can be found at www.calahealth.com

