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## Job Description: Customer Success Operations Specialist

Cala Health, Inc.

### About Cala Health

Cala Health is a bioelectronic medicine company transforming the standard of care for chronic disease. The company's wearable neuromodulation therapies merge innovations in neuroscience and technology to deliver individualized peripheral nerve stimulation, and its vertically integrated commercial model is reshaping the delivery of prescription therapies. Cala Health's lead product, Cala Trio™, is the only non-invasive prescription therapy for essential tremor. New therapies are under development in neurology, cardiology, and psychiatry. Cala Health is headquartered in the San Francisco Bay Area and backed by leading investors in both healthcare and technology. For more information, visit [CalaHealth.com](http://CalaHealth.com).

### The Opportunity

Cala Health is seeking a Customer Success Specialist to join our growing team. The role will report to the Director of Customer Success. This individual will act as a professional representative of our organization to potential patients/customers and existing, new, or potential clinicians.

Specific Responsibilities also include:

- Process product returns and exchanges in Brightree and other Cala Health systems as required. (Sugar, RMA Log, etc)
- Process monetary refunds to patients as required by Cala Health procedures and policies.
- Prepare reports for Band Refills and process the refills through the Sales Order initiation and charging to the patients.
- Prepare required reports in Brightree related to Sales Orders, Credit Card transactions, Prescription monitoring, Band refills and all others as necessary.
- Monitor Brightree system for evidence of lost revenue and/or potential lost revenue to Cala Health and report to management.
- Maintain Customer Success documents regarding Brightree procedures and policies.
- Assist Cala Health with any and all Brightree documentation or other documentation as requested.
- Provide expertise and troubleshooting regarding Brightree functions as requested.
- Receive completed sales paperwork from customers (e.g., agreements, privacy notifications, etc.).
- Support new and emerging business models.
- Support sales operations.

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- Support company goals and objectives, policies and procedures, Good Manufacturing Practices, and FDA regulations.
- Perform other duties as assigned.

### **Desired Skills and Experience**

We are looking for an experienced, motivated professional for Cala Trio Customer Success

- Minimum 5 years financial systems experience.
- Experienced in aspects of reimbursement (i.e., benefit investigations, payer reimbursement policies, claims submission) - understands reimbursement/funding.
- Detail oriented.
- Demonstrated proficiency with financial and billing software.
- Excellent written and verbal communication skills.
- Bachelor's degree or higher.

Cala Health believes our success is based on diversity of people, teams and thinking. We offer all employees the tools, training and mentoring they need to succeed. Our selection process is driven by the key requirements for the role rather than bias or discrimination on the basis of a candidate's sex, gender identity, age, marital status, veteran status, non-job-related disability/handicap or medical condition, family status, sexual orientation, religion, color, ethnicity, race or any other legally protected classification.

If you or someone you know might be interested in this position, please submit a resume & an introductory email to [careers@CalaHealth.com](mailto:careers@CalaHealth.com).

