CLINICAL OUTCOMES SOLUTIONS

Innovative science to capture the patient voice

PRO Senior Research Study Coordinator

Location: Tucson, AZ **or Chicago, IL**

Position Summary: The PRO Senior Research Study Coordinator 2 will be responsible for ensuring successful participant recruitment for observational research projects in a fast-paced environment. Requires scheduling of interviews, maintenance of project related spreadsheets, daily web meetings, and a keen eye for detail. Must be comfortable speaking on the phone and work independently as a leader.

Essential Duties and Responsibilities:

- Function and strive for excellence in study conduct.
- Look for opportunities to innovate to streamline study coordination activities.
- Proactively manage study activities to meet the objectives of the project within stated timelines.
- Ability to work across multiple projects.

Day-to-Day responsibilities:

- Ensure compliance with company SOPs for conducting observational research studies.
- Assist with development of project related documents. (e.g., protocol, informed consents)
- Assist with development of project specific vendor contracts and budgets.
- Work directly with third party recruitment agencies as well as patient advocacy groups and clinicians.
- Maintain communication with project teams in the COS offices (UK and USA) regarding ongoing recruitment and data collection via phone, email, and Teams meeting platform.
- Manage multiple projects (3-5) from initiation to completion including working with recruitment agencies and clinical sites, managing participant related documents, data entry in Microsoft Excel, communicating with participants by phone/email to schedule interviews, scheduling interviews using GoTo Meeting/ Open Voice, initiating and tracking participant payments, etc.
- Assist Director of Study Coordination with development of working practices and provide support to junior level study coordinators.

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Minimum requirements:

Qualifications

- Experience in human subjects' research data collection
- Strong organizational skills
- Demonstrated strong customer service focus.
- Excellent written, verbal and interpersonal communication skills, including the demonstrated ability to work in a team setting and foster collaborations – both internally and externally
- Demonstrated ability to be flexible and adaptable to changing business needs.
- Demonstrated problem-solving skills and project timeline management.
- Knowledge of clinical research a plus (or related area)
- Knowledge of both quantitative and qualitative research designs a plus

Education and/or Experience:

- Bachelor's degree required in related area (Psychology, Biological/Life Sciences preferred); Master's degree preferred.
- Minimum of 7 years in study coordination / project management experience required; preference given to PMP training or certification.
- Minimum 1 year experience in line management.

Levels:
COS offers various levels within this position commensurate with qualifications and experience.

In your cover letter, please briefly describe your experience with recruitment of participants for research studies. Please describe any usage (if any) of electronic documents for form or data collection (e.g., consent documents, e-CRF, electronic surveys).

COS celebrates diversity and inclusion. As such, we strive to bring passionate individuals together from diverse backgrounds to pursue our mission and vision.