



# SALT RIVER PIMA-MARICOPA INDIAN COMMUNITY

Human Resources Department  
10005 East Osborn Road  
Scottsdale, Arizona 85256  
Main: (480) 362-7571  
Fax: (480) 362-5588

## JOB POSTING FORM

**Company Title:** Regenesys Biomedical, Inc.

**Work Location:** 5301 N. Pima Rd., Ste. 150, Scottsdale, AZ 85250

**Position Title:** Patient Care Coordinator

**Position Type:**

Full-Time

Part-Time

Contractor

Intern/Apprentice

Other \_\_\_\_\_

**Rate of Pay: DOE**

Full-time

Part-time

Contractor

Intern

**Hours** 40 / week

Hourly

Salary

**Benefits Eligible:**

Yes

No

**JOB DUTIES/DESCRIPTION:**

The Patient Care Coordinator (PCC) position supports the Sales staff and acts as a liaison between Sales and Regenesys patients. The PCC delivers in-service training to patients and communicates regularly with patients on issues and records all necessary data in data base.

**ESSENTIAL DUTIES & RESPONSIBILITIES**

- Delivers in-service training to all new patients.
- Contacts patients per established procedures and timelines regarding treatment to perform Customer Satisfaction Surveys and to collect other data.
- Contacts patients to set up retrieval of systems when patients discontinue use or if the device malfunctions
- Acts as liaison between sales and patient.
- Documents all activity, status, updates, etc. into the Regenesys ERP portal.
- Generates reports.
- Performs Analyses.
- Performs administrative support.
- Data entry, ERP data cleansing, clinician validation, filing and faxing
- Coordinate patient care and other related issues with PCC Group Lead and Sales Managers
- Must be able to call patients after hours and on weekends to ensure timely response to patients' needs and concerns
- Performs other duties as assigned.

**CORE COMPETENCIES / KNOWLEDGE & SKILL REQUIREMENTS**

- Excellent customer service experience, with experience in health care preferred
- Extremely accurate data entry skills
- Good organizational skills and an orientation to detail is required
- Intermediate skills in Office to include Outlook, Word and Excel.

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- Time management skills and multi-tasking abilities required
- Effective interpersonal and communication skills, verbal and written, to work effectively with patients and all levels of internal staff

## **EDUCATION, EXPERIENCE & TRAINING REQUIRED**

- Minimum High school diploma or GED; associates or bachelor's degree preferred
- Minimum 2 years of experience in a customer service position

## **ESSENTIAL FUNCTIONS/PHYSICAL DEMANDS**

- Must be able to operate personal computer and printer
- Able to work standard office equipment (photocopy machine, fax machine, etc.)
- Ability to work on a computer up to 8 hours a day.
- Regularly required to sit for long periods of time, with the ability to move around within the work area as needed.
- Adequate vision required for computer use and reading.

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.

Regenesis offers competitive pay, bonus plan, health insurance benefits, matching 401k and a generous paid time off plan.

**Regenesis Biomedical is an Equal Opportunity/Affirmative Action Employer  
Minorities/Women/Disabled/Veterans**

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**HOW TO APPLY FOR THE POSITION AND CONTACT INFORMATION?**

To apply for this job, please apply online at: [www/regenesishio.com/careers.php](http://www/regenesishio.com/careers.php)

**SUBMITTED BY:** Madeline Lewis **Title** Director of HR

**OPENING DATE:** 11/12/2015

**CLOSING DATE:** 12/12/2015

**FOR INTERNAL OFFICE USE**  
**POSTED BY:**