



## Job description: Client Care Manager, Embryo Donation (Full time)

**Overview:** Seeking a Client Care Manager passionate about bringing more love into the world! The ideal candidate will be a results-oriented project manager with a high empathy quotient and proven track record. Join our collaborative start-up team helping to make the dream of a family come true.

**Job Description:** The Client Care Manager (CCM) supports our embryo donation client funnel and post-match process to ensure that donors and intended parents are motivated to participate in the program, and can quickly and seamlessly work through the stages of the donation process. This role is integral to the organization's mission, and should strive for excellent client care, attention to detail, accuracy, and timeliness. This person must be able to adeptly coordinate many client project flows concurrently, be resourceful and adapt to unique situations on every case.

### Responsibilities

#### *Case Management*

- Engage and follow-up with prospective Donors and Intended Parents ("IPs"), providing information and guidance to encourage participation and respond to hesitations.
- Work with new clients to ensure complete, accurate, and engaging profiles, and initiate processes for ongoing case management.
- Provide information-based referrals, resolve hurdles, and support clients throughout the donation process.
- Coordinate closely with medical practices, external providers, clients, and the clinical team to ensure that all is in place in a timely manner for a smooth donation.
- Create and maintain relationships with key clinic customers to better understand needs, track and ensure EC adherence to their protocols, and deliver innovative solutions beyond expectations.

#### *Match Maker*

- Support matching Donors and IPs, with the Client Care Team, and facilitate matching process.

#### *Center of Excellence*

- Manage professional referral database, acting as professional group expert for the Client Care Team

#### *Other*

- Support growth of our start-up as needed! So much to do!

### Pre-requisites

- Undergraduate or graduate degree in related field
- Experience as a project manager, case manager, or similar role managing multiple projects simultaneously
- Experience in a medical or clinical industry, ideally fertility/reproductive medicine/women's health
- High proficiency in MS Office applications including Excel, Dropbox, and online communications applications such as Gmail, Zoom, and other business tools

### Characteristics

- Organized
- Detail oriented
- Results-driven
- Articulate
- Connector
- Service oriented
- Empathetic
- Timely

- Self-motivated
- Team player
- Learning mentality
- Comfortable working in changing environments
- Passion to make a difference
- Resilient

**Time commitment:** Full time

**Pay structure:**

- Salary plus semi-annual performance bonus
- Benefits, including health insurance (subsidized 75% for employees), dental, vision, and life.
- Retirement plan with 2% company contribution after one year of service

**Work location:** Remote, ideally in CO

**Start date:** ASAP

**We believe...**Working together, we can bring more love into the world

**We strive to make a difference in all that we do...**

Embryo Connections believes that all families should be able to have a child to love. As an embryo donation concierge organization, we help families with surplus embryos via IVF donate them to families who need embryos to complete their family. We provide objective, knowledge-based guidance and coordinate donor to recipient logistics, so families can feel confident and at ease on the journey. For clinics, Embryo Connections provides embryo donation coordination outsourcing, alleviating the resource burden on clinics to execute embryo donations, yet keeping patients in-house for continuity of care.

Embryo Connections is a nimble, inclusive, supportive small business based in CO.

**Our work environment includes...**Relaxed atmosphere, Flexible working hours, Growth opportunities, Work from home, collaboration!