

Who We Are

Claritas Rx is a digital health venture focused on patient-level data integration and analytics. We leverage a proprietary cloud-based platform and deep manufacturer expertise to generate valuable insights from specialty channels and other market data. Our product platform and support services yield clear insights into commercial strategies and opportunities benefiting manufacturers, distribution partners and patients.

The Position

Claritas Rx has a nimble Silicon Valley start-up culture. We are looking to build a strong customer team of domain experts that can help scale a premier channel management solution.

At Claritas Rx, the CRM Specialist works directly within our solutions teams to design, build, deploy, and service Force.com orgs and our product to meet our customers' business needs. The CRM Specialist performs a range of activities that span traditional product and service roles, including CRM administration, system implementation, data analytics, and customer management. Our CRM Specialists are an active advisor to both our customers and our product team: they are data curious, enjoy analytical problem solving, are learning-oriented and enjoy coaching and collaborating with other team members to solve a variety of business problems.

Key Accountabilities

- Collaborate internally and with customers from across several functional areas to understand key functional needs and translate these needs into creation of new product features and enhancements to existing product features
- Manage roll-out of new product features to customers, including training relevant users and communicating updates with management
- Administer client Force.com implementations in SFDC and Veeva, including:
 - User provisioning
 - Execution of new functionality such as layouts, custom objects and fields, reports and dashboards
 - Schedule and manage emailed reports to client sales teams
 - Collaborate with SFDC architect/developer as needed to test new functionality and implement sandbox changesets
- Ensure data quality in customer deliverables via rigorous quality review prior to release
- Design and build the UI/UX customer-facing layer of our product, including various role interfaces and the creation of reports and dashboards as needed
- Contribute to Claritas's growth in other areas, through participation and responsibility with internal company building projects

Who You Are

Required:

- 3+ years in SFDC platform administration for CRM applications
- Ability to learn new technology and take creative approaches to problem solving and a relentless passion for quality

- Track record of working in teams and managing customer-focused projects
- Excellent written and oral communication

Preferred:

- Familiarity with the Veeva configuration of SFDC
- Familiarity with healthcare data sources (transactional, clinical, behavioral)
- Expertise in commercial/clinical analytics
- Experience with relational databases
- Related graduate-level degree. Academic training in public health, operations research, biostatistics, informatics, engineering, natural sciences or computer science, is also a plus

Join Us

We are seeking to add new expertise and perspective to our strong team of experienced professionals. We aspire to a culture of accelerated professional development through: shared learning and collaboration; a respectful and fun work environment; and employee empowerment through the effective use of technology and tools.

In addition to our great environment, we offer a competitive salary and benefits package and the opportunity to make a significant impact on a first-in-industry digital health solution. Please send a cover letter along with your resume when applying to the position of interest. We are an Equal Opportunity Employer.

Email jobs@claritasrx.com