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# Example of Clinical Operations Job Description

Our company is looking to fill the role of clinical operations. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for clinical operations

* Manages and resolves complex issues and escalates them appropriately
* Assist in communications and training development and implementation
* Evaluates business processes and organizational initiatives to propose interventions (i.e., change management and communications strategies) to meet organizational goals
* Creates supporting documentation for organizational initiative
* Facilitates implementation of communication plans for rolling out initiative throughout organization
* Functions as a change agent, develops and monitors key metrics for measuring progress of initiative roll-out and staff understanding and acceptance
* Proposed continuous improvement/process improvements as needed to ensure that initiative achieves intended outcome
* Takes a high volume of inbound or places outbound calls to provide information and services to customers
* Utilizes a database to retrieve customer or company information
* Must be able to learn and follow detailed instructions, use a variety of resources and possess good organizational skills to provide accurate information

## Qualifications for clinical operations

* Proficient understanding of Good Clinical Practices, ICH guidelines, PhRMA code, clinical research ethics, and patient privacy laws (plus applicable local regulations, when country-based)
* Proficient knowledge of concepts of clinical research and drug development preferred
* Proficient understanding of contracts and negotiations
* Bachelor's Degree in life sciences or a related field and 1 year's clinical research or other relevant experience
* In-depth knowledge of clinical systems, procedures, and corporate standards
* Project management (meeting management, metrics and status reporting)