



## Position Description

**Position Title:** Global Study Manager  
**Reports To:** Manager, Onboarding & Service Delivery  
**Department:** Global Client Services  
**Status:** Exempt

### Position Summary:

The Global Study Manager (GSM) is responsible for all aspects of onboarding and delivering of services on assigned Clincierge studies. The GSM is the main point of contact at the study level for our Sponsor and CRO Study teams, Clincierge Coordinators and Vendor support services. The GSM is responsible for budget management, Client reporting, delivery of contracted services, and management of study level key performance indicators (KPIs).

The Global Study Manager supervises assigned Clincierge Coordinators, provides study specific orientation, and support in order to ensure quality of service.

### Essential duties:

- Single Point of Contact for communications from:
  - Sponsor and CRO Study Teams
  - CCoordinators
    - Manages Travel Policy deviations
    - Responds to study specific procedural questions
  - Vendor Services
    - Initiates service requests
- Study Onboarding
  - Establishes study level communications (email, toll-free, etc...)
  - Manages study onboarding timeline
  - Develop and manage patient facing materials
  - On-boards CCoordinators and distributes Executive Program Summary
- Country Onboarding
  - Translates approved Patient Facing Materials into required languages needed for IRB submissions
  - Obtains approval from local/centralized IRBs to support patients
- Site Onboarding
  - Manages Site Onboarding sessions with Clinical Sites and assigned Clincierge Coordinators
- Ongoing Study Management
  - Host program Kick-Off calls and ongoing planning meetings with client and team
  - Work with Client Services Manager, Clincierge to draft specific study processes
  - Prioritize and manage heavy e-mail and phone communications in a timely manner
  - Liaise with third party vendors and manage budgeted costs



- Responsible for meeting and exceeding program level KPIs
- Draft and send satisfaction surveys as needed
- Direct program expense reimbursements/payments and vendor invoice submissions
- Manage project reconciliation process according to client and project requirements

**Supervisory Responsibilities:**

- Participate in on-boarding and supervision of Independent Contractors aligned to studies

**Financial Responsibilities:**

- Manage program budget and related expenses
- Assist Accounting in program reconciliation process
- Comply with all Company and Project accounting procedures if issued company credit card

**Experience/Qualifications:**

- Bachelors degree or equivalent work experience
- Minimum 3 years project management experience in a service oriented environment

**Aptitudes/ Work Characteristics:**

- Ability to learn new procedures quickly and efficiently
- Fluency in business terms and knowledge specifically in the pharma/healthcare industries
- Ability to identify and correct inconsistencies or errors
- Cross cultural competence
- Must be highly organized and goal-oriented; adept at prioritization and follow-up
- Ability to effectively both work as part of a team and independently, express opinions, influence others, direct activities, and follow-through on decisions

**Working Conditions:**

- A significant part of the workday requires sitting at a workstation, working on a computer
- May require non-traditional work hours
- May require up to 5% overnight and/or weekend travel

---

By Signing below, I acknowledge and accept the job expectations and requirements.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

**Approvals:**

Human Resources: \_\_\_\_\_

Department Manager: \_\_\_\_\_

Implementation Date: \_\_\_\_\_