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Job Description: Business Systems Manager Cala Health, Inc.

About Cala Health

Cala Health is a bioelectronic medicine company transforming the standard of care for chronic disease. The company's wearable neuromodulation therapies merge innovations in neuroscience and technology to deliver individualized peripheral nerve stimulation, and its vertically integrated commercial model is reshaping the delivery of prescription therapies. Cala Health's lead product, Cala Trio™, is the only non-invasive prescription therapy for essential tremor. New therapies are under development in neurology, cardiology, and psychiatry. Cala Health is headquartered in the San Francisco Bay Area and backed by leading investors in both healthcare and technology. For more information, visit CalaHealth.com.

Cala Health named as one of The **Digital Health 150** in CB Insights' annual ranking of the 150 most promising digital health startups in the world in disease management and therapeutics.

<https://www.cbinsights.com/research/report/digital-health-startups-redefining-healthcare/>

The Opportunity

Cala Health is seeking a Business Systems Manager to oversee administration of key business systems supporting our commercialization and development efforts. The primary responsibility of this position is configuration of business packages, tools and integrations associated with it, work with internal customers such as Sales, Marketing, Digital and Product teams, Customer Success and Finance to gather requirements for improvement projects and then execute on those projects. Additionally, engage external partners & vendors as needed to optimize overall business processes. Work with a combined team of Engineers, Data Analysts, and Sales Operations Specialists to keep our processes automated and efficient. In doing so, the Business Systems Manager will ensure timely support of configurations changes, data quality within the systems and be responsible for timely delivery of operational metrics and business KPIs & dashboards.

Specific Responsibilities also include:

- Administer and manage configuration of key business systems such as Sugar CRM, Hubspot Campaign Management, 8x8 Call management software, Brightree billing system, or equivalent business systems
- Handle day-to-day administration of above systems including end-user support, record transfers, error troubleshooting, etc.
- Proactively identify obstacles or process inefficiencies and manage projects to streamline or business processes

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- Continually evaluate performance of current tools and processes to meet business objectives
- Analyze, design and implement business process improvement changes across different departments, preparing detailed project plans with timelines and budget
- Coordinate with partners to define scope and act as a point of contact for all the partners.
- Coordinate with external vendors and other operations personnel in order to manage the development.
- Plan and implement effective testing processes to ensure that deliverables adhere to standards.
- Collaborate with technology teams and business users to integrate systems, manage implementation, training options and support.
- Generate and manage quality control reports, management reports, status reports and system assessment reports.
- Assisting business users with productivity tools such as Confluence, box and google G-Suite, QuickBooks, Bill.com, Concur

Desired Skills and Experience

We are looking for a Business Systems Manager in a dynamic, fast-paced commercial startup environment, exemplified by:

- A minimum of eight years of related experience,
- Prefer two years of experience in the medical device industry
- Familiarity with reporting, visualization solutions (Tableau) preferred
- Bachelor's degree preferred or demonstrated equal experience.
- Knowledgeable deploying, customizing, and maintaining CRM's and sales order processing systems, Sugar and Brightree preferred
- Strong communication skills to successfully communicate with all internal departments and external vendors/consultants
- Knowledgeable deploying and maintaining common business systems including QuickBooks, Bill.com, Concur, Box, Microsoft 365, Google Suite
- Must possess strong organizational and time management skills

Cala Health believes our success is based on diversity of people, teams and thinking. We offer all employees the tools, training and mentoring they need to succeed. Our selection process is driven by the key requirements for the role rather than bias or discrimination on the basis of a candidate's sex, gender identity, age, marital status, veteran status, non-job-related disability/handicap or medical condition, family status, sexual orientation, religion, color, ethnicity, race or any other legally protected classification.

If you or someone you know might be interested in this position, please submit a resume & an introductory email to careers@CalaHealth.com.

