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Job Description: Customer Success Specialist 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.

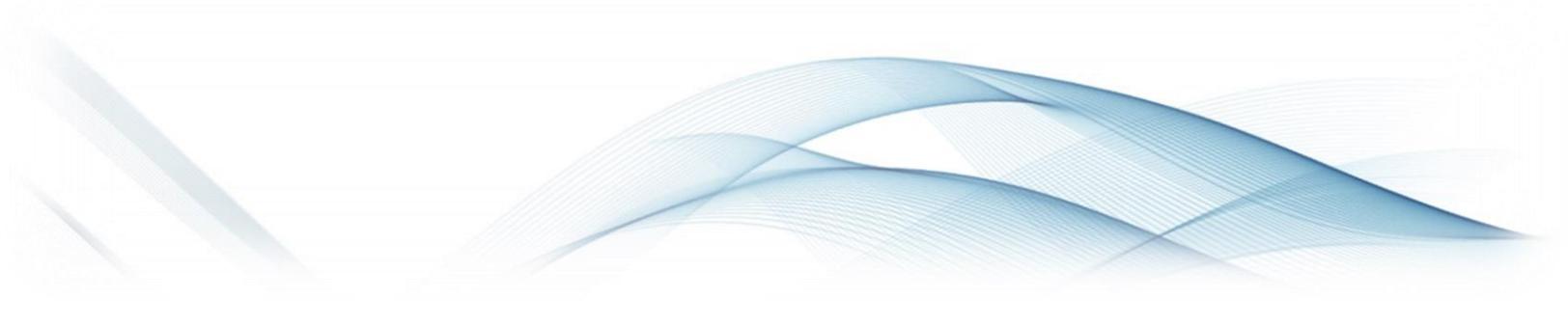
The Opportunity

Cala Health is seeking a Customer Success Specialist to join our growing team. The role will report to the Director of Customer Success. This individual will act as a professional representative of our organization to potential patients/customers and existing, new, or potential clinicians.

- Specific Responsibilities include: Establish and maintain superior relationships with patients.
- Act as a knowledgeable company representative by effectively interacting with potential patients/customers and existing, new, and potential clinicians.
- Develop and maintain superior knowledge of company products and their use.
- Provide product support and training to patients.
- Educate customers regarding product features, benefits, offers, and payment options.
- Act as a patient advocate, voice of the customer and as a resource for internal customers requiring patient feedback.
- Send to, discuss with, and receive completed sales paperwork from customers (e.g., agreements, privacy notifications, etc.).
- Help refine company's inside sales process (e.g., call/text/email frequency, messaging, lead tracking).
- Support new and emerging business models.
- Work closely with marketing, product development and sales to develop and refine messaging.
- Support field sales team as needed.
- Support company goals and objectives, policies and procedures, Good Manufacturing Practices, and FDA regulations.
- Perform other duties as assigned.

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Desired Skills and Experience

We are looking for an experienced, motivated professional to support service and product acquisition of Cala Trio to patients and clinicians in a dynamic, fast-paced startup environment, exemplified by:

- Minimum 5 years medical device experience or healthcare experience including direct customer interaction and sales support.
- Demonstrated track record of outstanding customer focus.
- Excellent written and verbal communication skills
- Bachelor's degree or higher.

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.

