



Senior Case Manager – Spanish

About the company

Epikast is a technology company at the intersection of healthcare, technology, and customer support. Our mission is to redefine how biopharmaceutical companies engage with their most important stakeholders: patients, caregivers, and doctors.

We are a people business, and all “Epikasters” are at the core of our success. Together, we make a difference in the lives of patients worldwide.

We are a fast-growing company that operates in a diverse, cross-functional, and flexible environment. Delivering an unparalleled customer experience is a core part of our DNA, and our team consists of intellectually curious minds with a "can do" attitude that love what they do and enjoy being part of a highly collaborative team. We celebrate unconventional ideas and approaches, a patient-centric mindset, and a culture of excellence and continuous improvement.

If that sounds like something you’d like to be a part of, please consider joining our team!

The specific role

The Senior Case Manager works at our call center in Greece and/or remotely from home and interacts directly with patients on a daily basis, helping them live healthier lives.

Location: Greece

Join us if you are excited to...

- ...serve patients as they manage their disease
- ...interact with other stakeholders – for example insurance companies and physician offices – in order to support the needs of patients
- ...work hand-in-hand with the broader Epikast team to ensure that we deliver unparalleled service to our clients and to the patients we serve

What you'll bring to the team

- 2+ years of experience in a customer service role
- A solutions-oriented mindset and positive attitude, with the ability to help patients navigate and manage a complex healthcare environment as they manage their disease
- Strong communication skills, a customer-centric mindset, and attention to detail
- Proficient in both Spanish and English
- Ability to handle sensitive information in a professional and compliant way
- Excellent computer skills (e.g., Windows environment, CRM systems, video communications)
- Ability and desire to learn about different diseases and the corresponding therapies
- BA/BS degree, preferably in a relevant discipline (e.g., biology, nursing, pharmacology, medicine, etc.); MS and/or other advanced degrees preferred, but not required
- Bonus points if: previous experience in working in the healthcare industry, and/or directly with patients

What's in it for you

- A competitive salary
- Career development stipend
- An environment that offers challenging goals, autonomy, and mentoring, creating opportunities for growth
- You will be part of a mission to ensure that patients receive the best possible support as they manage their disease

As part of our dedication to the diversity of our workforce, Epikast is committed to Equal Employment Opportunity without regard for race, color, national origin, ethnicity, disability, gender, sexual orientation, gender identity, or religion.

If you are interested, please send us your CV at careers@epikast.com.