



Research Program Specialist

Residency in the state of Oregon is required

About Ksana Health

At Ksana Health, we are committed to providing personalized digital mental health tools that help people live better lives. We are passionate about reducing the friction, stigma, and expense associated with the current century-old model of mental health treatment. Ksana Health is committed to “Health Equity” – both in treating mental health on par with physical health and also by helping underserved populations receive effective and affordable care.

Our innovative research and mental health care solutions are digitally transforming how mental health care is delivered, making it continuous and seamless across all levels. Through best-in-class passive and continuous remote monitoring, individualized insights, and digital therapeutics we are making care more accessible, scalable, and effective.

Functional Responsibilities:

- Coordinate, manage and prioritize a high-volume of research participants and customer requests, including escalations, ensuring timely and accurate resolution.
- Oversee the end-to-end customer service experience—from onboarding through support and retention—while managing daily ops and keeping response and resolution times on track.
- Manage research study logistics, including participant coordination and coordination with external partners/recruitment sites.
- Collaborate closely with cross-functional teams—including Product, Engineering, and Clinical Science—to ensure recurring issues are tracked, addressed promptly, and resolved effectively to improve the user experience.
- Serve as a subject matter expert on Freshdesk, using the platform effectively and identifying opportunities to improve its use for the team and customers.
- Oversee and provide support to a growing Customer Support team, fostering skill and knowledge development.
- Promote a culture of collaboration, knowledge sharing, and proactive problem-solving across teams.
- Develop strong product knowledge to effectively support customers.



Qualifications

- Bachelor's degree in psychology, management or closely related field
- 3+ years of experience coordinating participant onboarding, project management and offboarding within an academic or clinical setting.
- 3+ years of experience in a customer-facing support role, including handling escalated cases and complex customer interactions.
- Experience leading a team and working through challenges while keeping morale and collaboration strong.
- Strong analytical, communication, and leadership skills, with a focus on customer satisfaction and operational efficiency.
- Demonstrated ability to prioritize and manage a dynamic workload, including escalations, high-priority cases, and projects.

Nice to have:

- Proficiency in customer support ticketing systems, specifically Freshdesk.
- Experience leveraging customer support data to identify trends, bottlenecks, and opportunities for product or process improvement.
- Previous exposure to proprietary or enterprise-level SaaS systems is a plus.
- Experience working in regulated environments, with familiarity with HIPAA and IRB, and an understanding of how to handle sensitive data in a compliant and ethical manner.
- Experience working through complex technical issues, bug reports, and integrations.

Life at Ksana Health

We have amazing people who are mission driven and are backed by a great team of investors who share our vision. We are growing and, as an early-stage hire, you will play a key role in helping us build our future and shape our culture. Your health is important to us and Ksana pays the full health, dental and vision premiums for you and your family. We strive to provide world-class employee experience and as we refine and enhance our benefit offerings, we will continue to work with our employees to help us get it right. What we currently offer:

- Competitive salary and start-up equity
- Time off when you need it
- 100% company paid premiums for medical, dental, vision, and basic life insurance
- Company sponsored benefits such as a matching 401K contribution, student loan repayment, college savings, fitness and wellness benefits.

We are Equal Opportunity Employer

Ksana Health provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex,



national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Apply now: recruiting@ksanahealth.com. Please include your resume.