

Client Affairs (FT)

Forensic Pathology Services, LLC
Full-Time. Remote with national travel.

Overview:

Forensic Pathology Services (FPS) is an independent national network of board-certified forensic pathologists and autopsy technicians. Families, attorneys, public defenders, funeral homes, hospitals, insurers, and media outlets come to us when they need answers about a death. Our services include private autopsies, toxicology and histology sampling, neuropathology and brain retrieval, medical record reviews, autopsy report reviews, expert consultation, and expert witness testimony.

We give an honest, independent opinion. We don't promise a client a particular result, and our doctors call it the way the data reads.

Most people who call us are in the middle of the worst week of their lives. Giving them clarity, compassion, and straight answers is the reason we exist. This role is the first voice they hear.

Department:

Private / Consult

Reports To:

Manager, Private & Consults. Works closely with Private/Consults, Marketing, & Travel Teams.

Salary & Benefits:

- \$45,000-\$60,000 depending on work & relevant experience.
- FPS covers 100% of the premium costs of a national PPO Medical, Dental, and Vision Insurance plan.
- 401k plan offered after 365 days of employment.

Equipment/Software Provided:

- Work issued Apple laptops and iPhones.
- Account Access to AirTable CRM System, Google Workspace, 1Password, Adobe, DocuSign, & Dropbox.

Role Overview:

Serving as a pivotal link in FPS private and consulting workflows, you manage the coordination of case reviews and private autopsy services for a broad client spectrum, including legal professionals, families, media outlets, and insurance providers. You facilitate seamless case progression by overseeing logistics, scheduling, and precise documentation. By combining meticulous attention to detail with high emotional intelligence, you provide a premium service experience, making critical judgment calls and proactively addressing risks to ensure operations remain frictionless. Training of internal staff regarding cases/questions/etc.

You'll own cases from the first inquiry to the final report. That means taking intake calls, learning the case, matching it to the right doctor, getting contracts signed and payment in, coordinating the funeral home, lab, and shipping logistics, and keeping the client updated until results are delivered. You'll carry several active cases at once, and no two look alike. You'll lead your own cases, and you'll step in on a teammate's case when it needs coverage.

***Please send all questions/applications/interests to info@fpsllc.org.

Core Responsibilities:

On-Call Coverage and Case Intake

- Cover 1 to 2 on-call days per week, including weekends on rotation. On-call means being reachable by phone and email from 6:00 AM to 6:00 PM PT. Expect 5 or more inquiries a day, and volume is growing as we expand outreach. The schedule is developed by the Private/Consults Manager on a monthly basis.
- Answer calls from our answering service live, and respond to every inquiry within 15 minutes. If you can't talk right then, a live "let me call you back in 20 minutes" still counts. First contact sets the tone for the whole case.
- Inquiries that come outside business hours don't require an immediate reply. Our answering service encourages those callers to reach out by email, and they can also schedule a next-day call or submit an online request. Use your discretion when deciding whether to respond outside business hours.
- Be the person families can bring their questions to, even when the question falls outside what FPS offers. Most families have nowhere else to turn for answers. FPS aims to be the largest and most diverse network in the field, so when we can't provide a service ourselves, you'll point the client to someone who can.

Case Coordination

- Upon receiving a case inquiry, your role is to manage initial questions from clients and discuss FPS Private services such as private autopsy, toxicology and/or histology sampling, brain-only retrieval for donation or research, medical record reviews, and autopsy report reviews.
- After contracting with the client for services, you will coordinate the recruitment of a FPS contractor to perform the requested services.
- Gather case details clearly and with care: decedent information, circumstances of death, where the decedent is held, timelines, available records, and other relevant information to be helpful in providing a full story.
- For private autopsies, confirm with the local medical examiner or coroner's office that the case was declined, find a funeral home that can host the autopsy, and line up decedent transport when needed.
- Write case summaries, recruit an FPS doctor and autopsy technician, screen for conflicts of interest, and present one-to-two FPS Contractor CVs to the client.
- Track every case in Airtable and use follow-up reminders..

Contracts, Payments, and Logistics

- Prepare client contracts and contractor service agreements for electronic signature through DocuSign. Obtain a signed & notarized 'FPS Authorization Waiver' before any autopsy/physical services.
- Set up Dropbox folders for clients to share records, and assist/guide families in requesting medical records when necessary.
- Work with FPS Finance to make sure client invoices go out in a timely manner, and confirm received payments by credit card, ACH, Zelle, check, or life insurance funding.
- Coordinate the shipment of FPS autopsy kits, toxicology or histology lab retrieval materials, and track shipments between the autopsy/service locations and our lab partners.
- Review final reports for typographical errors before release to the client, and schedule any requested follow-up calls between the contractors and the clients.

Client and Market Visibility Projects

- Support outreach to attorneys, insurers, public defenders, and funeral homes. This may be accomplished through direct communications, attendance at related conferences, or the development of seminars to enhance visibility.

- Coordinate with the Marketing department and the Private/Consult Manager regarding additional marketing materials intended for public distribution.

Availability

- This is a remote role with two available shifts operating within the 6:00 AM – 6:00 PM PST window. Candidates based in or able to work **Eastern or Pacific Standard Time zones** are strongly preferred to ensure maximum client coverage. Each team member works an 8-hour shift within that window, with the specific hours determined collaboratively based on operational needs and candidate availability.
- Work hours may fluctuate daily and weekly. FPS employees are encouraged to establish their own work-life balance while ensuring adequate operational coverage and achieving agreed-upon results. The expectation is to work 8 hours between 6am-6pm PST.
 - Scheduled meetings and phone calls may be set outside of your working hours. When they do, shift your working hours as needed to cover them, or coordinate with your teammates.
 - **We strive to work as a team to assist each other for coverage and support.**
- Participate in 3-4 industry related conferences yearly, including the internal FPS conference, which serves as a venue for team building and addressing annual company change requests, strategic direction, or visionary adjustments. Travel expenses are covered directly by FPS, and meal reimbursements follow the standard GSA/government rates.

Miscellaneous

- As FPS is a rapidly growing small company, future job duties or responsibilities may emerge that are not currently delineated in this job description. FPS and its employees are committed to a collaborative approach in establishing appropriate job duties and functions. Should an employee wish to negotiate and reach an agreement regarding expected job duties, FPS maintains an open-door policy for such discussions.

Required Skills:

Client Communication & Emotional Intelligence:

This role requires frequent contact with people in crisis - families navigating loss, attorneys under pressure, and partners with urgent needs. The ability to remain calm, empathetic, and clear under emotional weight is critical.

Quick problem solving:

Emergency scenarios may include: an autopsy location can no longer host, delayed autopsy kit shipments, or a contractor dropping out as some examples. You are able to think quickly/work with the team to find the next best option quickly, and keep the case moving. FPS runs like a startup, so processes change and priorities shift.

Organization & Attention to Detail:

Managing multiple active cases simultaneously requires strong organizational habits, accurate documentation, and the ability to track moving parts without things slipping through. You check in with contractors, labs, funeral homes, and clients before they have to ask, and you know where every case stands at any moment.

Teamwork & Independence:

You run your own cases without needing direction, and you jump in on a teammate's case when coverage calls for it. Each case has a lead, but we pitch in on each other's cases whenever it's needed.

Adaptability & Comfort with Ambiguity:

FPS operates with a startup mindset - processes evolve, priorities shift, and no two days look the same. The ability to

pivot quickly, problem-solve independently, and communicate across multiple teams is essential.

Tech & Systems Comfort:

Comfort navigating CRM platforms, scheduling tools, and email systems is expected. Adaptability to new software as the organization grows is also valued.

Availability:

Weekend coverage and on-call shifts are required as part of the rotation, with all communications handled within your scheduled working hours.

★ **Preferred Skills:**

Previous history as a Medicolegal Death Investigator (MDI) is strongly preferred:

ABMDI certification is a strong plus. However, we are primarily looking for individuals who have a record of strong/detailed case summaries, and ability to empathize with families/clients on their current situations, while still maintaining a professional

Sales & Business Development:

This is not a traditional sales role. Success here looks like organic relationship-building; clients are already seeking a service, and your job is to educate them on their options and help them make the best decision for their situation. A background in consultative or relationship-based sales is a plus, but a genuine desire to serve people well is what drives results here.

Forensic or Medical Industry Knowledge:

Prior experience in forensic pathology, death care, legal, or medical fields can be helpful for navigating terminology and case context, but is not required. A willingness to learn and ask good questions matters more than credentials in this area.

Apple Ecosystem Experience:

The team primarily operates within the Apple environment; familiarity with Apple products and platforms is a plus.