



## Customer Service Specialist

<b>Reports to:</b> Manager, Informatics		
<b>Level/Grade</b> Professional	<b>Type of Position</b> Full Time	<b>Hours/Week</b> 40 hrs./week; non-exempt
<b>GENERAL DESCRIPTION</b>		
<p>The Customer Service Specialist is the primary liaison between The Health Collaborative and its customers. The specialist will accept ownership for effectively solving customers issues and inquiries, and assisting with the onboarding of new customers. This position requires an outgoing, confident individual with excellent verbal and written communication skills and advanced computer skills. If you thrive in a fast-paced environment and can provide an excellent, 100% customer service focused experience to customers with every interaction, this is the job for you. The successful candidate will be a highly motivated, self-starter, who has a passion for excellence and values integrity, innovation and success.</p>		
<b>JOB RESPONSIBILITIES</b>		
<ul style="list-style-type: none"> <li>• Manage large amounts of inbound and outbound calls in a timely manner</li> <li>• Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives</li> <li>• Build sustainable relationships and engage customers by taking the extra mile</li> <li>• Escalate technical issues to the engineering team and facilitate communication back to the customer</li> <li>• Follow-up and update customer on issue status and information</li> <li>• Keep records of all conversations and activity in our call tracking system</li> <li>• Collaborate with other team members in the testing of new releases of the hb/suite product</li> <li>• Stay current with system information, changes and updates</li> <li>• Direct unresolved issues to the next level of support personnel</li> <li>• Document user problems, interactions, resolution, and new solutions for future reference</li> <li>• Pass on any feedback or suggestions by customers to the appropriate internal team</li> <li>• Identify and suggest possible improvements on procedures,</li> <li>• identifying trends in continuing hardware, software or systems problems</li> <li>• Identify and escalate situations requiring urgent attention</li> <li>• Ensure proper use and protection of information assets by complying with the organization's information privacy and security policies to protect assets from unauthorized access and by reporting any security events or potential events or other security risks to the organization.</li> <li>• Other Duties as assigned</li> </ul>		
<b>POSTION REQUIREMENTS</b>		
<ul style="list-style-type: none"> <li>• Develop an extensive working knowledge of the hb/suite product.</li> <li>• Ability to communicate professionally by phone and email</li> <li>• Excellent active listening skills</li> <li>• Customer focus and adaptability to different personality types</li> <li>• Ability to multi-task, set priorities and manage time effectively</li> <li>• Ability to cultivate positive working relationships with customers and coworkers</li> <li>• Ability to effectively communicate technical information in non-technical terms</li> <li>• Ability to effectively organize and maintain customer data</li> <li>• Strong attention to detail</li> <li>• Strong planning, organization, analytical and troubleshooting skills</li> <li>• Experience diagnosing problems with software products (preferred)</li> <li>• Proven ability to analyze and solve technical problems</li> </ul>		

- Ability to quickly learn new software, adapt to changing requirements and customer requests
- Advanced knowledge of various web browsers and using web-based applications
- Advanced knowledge of Microsoft Office products – Word, Excel, Outlook, PowerPoint
- Working knowledge of fundamental operations of relevant software, hardware and other equipment
- Experience using call tracking applications preferred (Salesforce experience a plus)
- Knowledge and experience of customer service practices
- Previous experience working in health care industry, specifically in IT, is a plus.
- Must be able to sit for extended periods of time in front of a computer screen.

**EDUCATION/CERTIFICATION REQUIREMENTS**

- Associates Degree or equivalent work experience is required

**OTHER INFORMATION**

**APPROVED BY** T. Polsinelli, Sr. Director, Informatics

**DATE POSTED** February 22, 2018

***Disclaimer: Nothing in this job description restricts the company's right to assign responsibilities to this job at any time as critical features of this job are subject to change any time.***