



Improving care through shared technology

QualityHealthNetwork.org

Job Description: Customer Support Specialist

Summary: QHN is looking for the newest member of our Business Development Team. The Customer Support Specialist is a problem solver for our customers. We need an enthusiastic individual who can listen to customer service issues and then offer a unique and innovative solution to each problem. The successful candidate for this role will have a strong command of the company's customer service policies, and be well-trained in product knowledge that can be critical for offering quick and accurate assistance to customers.

Responsibilities:

- Answers incoming customer calls regarding technology, billing issues, product problems, service questions and general client concerns
- Responsible for maintaining a high level of professionalism with clients and working to establish a positive rapport with every caller
- Update customer information in the customer service database during and after each call
- Work with the management team to stay updated on product knowledge and be informed of any changes in company policies
- Impact the company's bottom line by problem solving and turning frustrated clients into satisfied customers
- Establishes, maintains and deletes customer accounts in QHN systems by reviewing User paperwork, recording account information and creating appropriate system access
- Trains system Users and resolves product or service problems which may involve basic technical issues involving internet connectivity, browsers and system functionality
- Administrative partner of the Business Development team

Qualifications:

- Must be 18 years of age or older
- High school diploma/GED required (Associate degree in a business related field preferred)
- Ability to remain professional and courteous with customers at all times
- Excellent verbal and written communication skills
- Working knowledge of current computer technology including Microsoft Office, Outlook and Excel
- Understanding of HIPAA and data privacy practices and laws is a plus.

The Customer Support Specialist is a non-exempt position. Minimal regional travel may be required.