

Job Description

Administrative Customer Support

Title

Administrative and Customer Support

Description

The administrative and customer support team professionally handles incoming calls, emails, and cases as they come in from customers, both external and internal. The team provides information and assistance in response to inquiries, requests and concerns about QHN access and services. Primary functions of this role are to accurately understand the customer's needs and address them appropriately, process support tickets from clients, establish accounts assuring appropriate User access, and solve customer access problems by guiding users through basic step-by-step solutions. Clearly communicating solutions in a user-friendly, professional manner and ensuring that issues are resolved both promptly and thoroughly are the key components of this position.

Responsibilities

Key Tasks and Roles

- Supports customers by answering product and service questions; providing information about QHN system access and other services
- 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
- Redirects concerns/problems to appropriate resources
- Accurately process and record support actions using the organization's internal customer relations management (CRM) system
- Stays current with system functionality, changes and updates to support customer inquiries
- Supports Community Advisors by assisting in the creation of Ecommerce agreements, orders, and other legal documents as needed to ensure accuracy and completeness from start to finish. Also supports with many internal documents for various products and services.
- Monitor orders, applications from start to finish and appropriately document actions in CRM.
- Assure accuracy of customer databases, updates as needed
- Monitor and mitigate unknown routing ID's for undeliverable results coming from sources into the unknown provider queue
- Writes reports from CRM as needed
- Provides feedback on the efficiency of the customer service processes, writes support procedures and helps develop internal workflow processes

Job Description

Administrative Customer Support

- Assist tech team with review and resolution of Mirth Match
- Supports QHN tech team as needed for data quality projects and other needs.
- Provides general administrative and meeting support.

Position Requirements

Formal Education & Certification

- High School Diploma or Associate Degree in business or related field
- College degree preferred but not required

Knowledge & Experience

- Minimum of two years' experience in customer support preferred
- Ability to perform tasks concurrently with ease and professionalism
- Working knowledge of current computer technology including Microsoft Office, Outlook and Excel
- Ability to communicate clearly and concisely, verbally and in writing, in English
- Must be able to keep client matters strictly confidential
- Must have excellent interpersonal skills and customer service skills
- Good understanding of the organization's goals and objectives
- Understanding of HIPAA and data privacy practices and laws is a plus.

Personal Attributes

- Very strong customer service orientation
- Experience working in a team-oriented, collaborative environment
- Excellent oral and interpersonal communication skills
- Highly self-motivated and directed, with keen attention to detail
- Good problem-solving abilities
- Able to prioritize and execute tasks in a high-pressure environment
- Curious; desire to learn or know more about all aspects of the position.
- Adaptable; ready and able to change and adapt to different needs and circumstances in a quickly changing industry.
- Have a high tolerance for ambiguity and well-developed sense of direction.

Work Conditions

- Sitting for extended periods of time
- Dexterity of hands and fingers to operate a computer keyboard, mouse, and to handle other computer components