



Job Description	
Job Title:	Customer Support Specialist
Reports to:	Senior Manager, Operations Support
FLSA Classification:	Non-Exempt
<p>General Description:</p> <p>The Customer Support Specialist position is responsible for assuring the services a Participant requests are implemented and providing ongoing support to the Participant in the effective use of HEALTHeLINK services.</p>	
<p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Serve as the first point of contact for participants seeking assistance or support via phone or email • Professionally handle all incoming requests from participants and will perform remote troubleshooting to ensure that issues are resolved promptly • Will direct all unresolved issues to the next level of support and ensure that all necessary information is provided • Will thoroughly and efficiently gather participant information and document all interactions through CRM via HEALTHeLINK's case system • Assist in reviewing reports as necessary • Able and willing to work night shifts, weekends and holidays on a rotating schedule • Maintain the library of various customer and user document templates and completed forms • Participate in projects as requested • Maintain the library of various customer and user document templates and completed forms • Facilitate the set-up, validation, and maintenance of new and revised user accounts and new groups • Provide operational support to the users of HEALTHeLINK and HEALTHeNET services • Gather daily, weekly, and monthly operational performance statistics for management and stakeholder reporting • Update in a timely fashion the Customer Relationship Management (CRM) system and other administrative systems as required to accurately reflect current Participant transactions and profiles • Collaborate with other departments and members of the HEALTHeLINK Team as needed • Other duties as assigned 	
<p>Knowledge and Skill Requirements:</p> <ul style="list-style-type: none"> • Familiarity with the health care practice setting, preferred • Experience with work environments subject to the HIPAA regulations preferred • Demonstrated ability to consistently and reliably perform duties in a timely fashion • Excellent communication skills, both written and verbal • Self-starter requiring limited supervision for the planning and execution of daily duties and responsibilities • Knowledgeable and experienced in Microsoft Office Software 	



- Ability to work independently as well as collaboratively under pressure to meet deadlines and company goals
- Experience with public speaking with the ability to present to Executive Management and clients

Experience and Education:

- Associate's degree or equivalent required

Security & Privacy Roles:

- Workforce Member

Security & Privacy Responsibilities:

- Read and acknowledge the HEALTHeLINK Security & Privacy Policies.
- Implement the HEALTHeLINK Security & Privacy Policies that apply to your roles
- Follow applicable HEALTHeLINK Security & Privacy Procedures that apply to your roles
- Report suspected privacy and/or security incidents promptly to management; participate in incident response if needed
- Complete all training as required by the HEALTHeLINK Training Curriculum.

Physical Requirements:

The physical demands are representative of those that must be met to perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Light physical effort in an office environment
- Frequent computer use / data entry; repetitive motions of the wrist, hands, and/or fingers
- Must have close visual acuity to perform activities such as: preparing and analyzing data and figures; transcribing; and viewing a computer
- Ability to receive detailed information through oral communication
- Must be able to lift up to 20 pounds (files, paper boxes) periodically
- Primary sedentary work with occasional bending and reaching
- May be required to drive for long periods of time and travel throughout the Western New York area
- Valid driver's license required; must have reliable and consistent access to a personal vehicle to allow for required travel

I have reviewed and understand this job description and believe it to be accurate and complete. I understand the Management of HEALTHeLINK retains the right to change the job description as it deems necessary. I will follow and adhere to my job description.

Employee Signature:

Date:

The above job description is not a contractual or binding document; it is provided as a guide to the types of duties required to be undertaken. Duties may vary from time to time and this description is subject to review. Modifications will be made as needed to support changes in the business climate and requirements.