



healthcurrent

Client Support Specialist

Job Title: Client Support Specialist
Reports to: Manager, Client Support
FLSA Status: Full-Time, Non-Exempt

Summary

The Client Support Specialist is part of a team that includes an account manager and is assigned clients that require support and assistance. Client Support Specialist is an integral part of creating and maintaining the basic menu of HIE services offered by Health Current to include portal use, Direct Email and Notifications.

This position, when appropriate may work with other members of the client services team to prepare monthly, quarterly or annual operations reports and dashboards under the direction of the Director, Client Services.

Duties and Responsibilities

1. Help Desk

- Serves as a participant advocate by ensuring that participant receives acknowledgment of support requests and reported issues.
- Understands workflow and methodology for resolving issues related to:
 1. Portal Access: problem logging in, password reset, forgot username, what is URL, general user errors
 2. Portal Data: cannot see data, cannot view patient, cannot access PDMP, general data issues
 3. Mirth Mail: problem logging in, password reset, forgot username, what is URL, general user errors
 4. Receiving alerts via Mirth Mail
- Provides additional support and assistance to Health Current participants by knowing when and whom to refer/triage customer issues related to:
 1. Problems with ProdMC1, MC2, MC3 or MC4

2. Client requests for Portal Access, Alerts or Patient Panel changes

3. Participant is not receiving alerts

- Develops and maintains effective working relationships with internal and external customers
- Creates tickets for each issue that arises either from hiesupport.org, phone calls or Email
- Understands basic functionality of CRM tool to enable tracking of client activity.
- Provides basic training/troubleshooting remotely to client users via WebEx or Skype
- Manage Opt Out and Opt Back In forms from participants and performing updates in Mirth Results
- Processes patient requests for information (ROI) related to their data and access to their data
- Handles all inbound calls and Emails to hiesupport

2. Basic Implementation

- Serves as a participant advocate ensuring that basic implementations are timely, working according to scope of work and assesses overall implementation to effectively resolve any outstanding issues
- Ensure that reported issues are effectively and efficiently resolved and communicated with participants
- Understands common project management workflows and methodologies related to basic implementations, ensuring timely follow up to requests and questions that participants may have
- Through established account management process, client support specialist develops relationships with participants that ultimately should reduce support requests
- Provides technical assistance and support for questions and issues related to basic implementations. For all other issues, client support specialist serves as a conduit for communication between account manager and HIE operations
- Develops and maintains effective working relationships with internal and external customers
- Provides supplemental training and support related to questions that arise after implementation
- Identifies interface and data integrity issues and reports these to

the data quality assurance specialist for troubleshooting and reporting

- Manages and maintains SFTP folders on ProdMC1 and/or other appliances
- Performs other related duties as assigned

Qualifications

An individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Skills

- Working knowledge of customer service and how to troubleshoot client problems and/or issues
- Written and oral communication skills
- Analytical and organizational skills
- Knowledge of health information exchanges
- Prioritize and manage multiple tasks
- Manage competing priorities in a complex and dynamic environment
- Convey a professional image
- Work in a fast-paced and rapidly changing environment and consistently meet strict service level agreement performance requirements
- Ability to build and maintain respectful, professional, productive internal and external relationships which encourage collaboration, ensure accountability and facilitate the execution of company objectives
- Advanced knowledge of Microsoft Word, Excel and customer relationship management software

Education/Experience

Experience in operational support of health information technologies, health information and customer support functions required. High school diploma or GED required, bachelor's degree in Information Technology, Computer Science, Business Administration or related field preferred.

Work Environment

The work environment characteristics described here are representative of those encounters while performing the essential functions of this job. This includes availability to work non-regular hours as necessary, ability to periodically drive to and from clients, conferences and events, and limited travel. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Physical Demands

The physical demands described here are representative of those that must be met by an employee

to successfully perform the essential functions of this job. An employee must occasionally lift and/or move up to 30 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Specific vision abilities required by this job include close vision and ability to adjust focus. While performing the duties of this job, the employee is regularly required to stand, walk, sit, use hands and talk or hear.