Position Title: Support Specialist

Reports To: Head of Customer Support

Department: Customer Success / Customer Support

Job Summary:

The Support Specialist is a key member of our Customer Success team and will report to the Head of Customer Support. Their primary objective is the timely resolution of customer support tickets initiated through various channels (phone, e-mail, and ticketing system). In support of this goal, a successful candidate's primary responsibilities will include monitoring and escalation of customer support cases, effective triage of a large volume of cases by priority, continuous improvement for all customer support processes, and a focus on support metrics (NPS, CSAT, and SLAs).

A top-notch customer Support Specialist will demonstrate excellent time management skills and be passionate about customer service and self-improvement. Ideal candidates should be great brand ambassadors for Samacare who are willing to go the extra mile to ensure customer satisfaction.

Key Responsibilities:

- Maintain a mindset of continuous improvement in terms of efficiency of support processes, customer satisfaction and the application of tools for monitoring
- Deliver and exceed all team performance targets (SLAs, CSAT, NPS, etc.)
- Handling customer technical support cases through phone and email submission
- Qualifications:
- Bachelor's degree in Business, Computer Science, Information Systems or

related major or comparable education and work experience

- Practical experience with help desk software, such as Zendesk, and CRM software, such as Salesforce.
- A positive attitude and the ability to build relationships with clients.
- The flexibility to work irregular hours, when required.
- Superb written and verbal communication skills.
- Experience with website technology, such as HTML/CSS, JavaScript, AJAX, etc.

Knowledge, Skills and Abilities:

- Experience with healthcare-related and/or clinical software applications or other similar systems preferred
- Excellent analytical and problem-solving skills; ability to break a problem down into component parts, solve each individually, and synthesize an end-to-end solution
- Excellent communication skills, including writing, proof-reading, and speaking
- An ability to effectively communicate technical and non-technical information
- Excellent interpersonal skills including patience, flexibility, consideration, discretion, tact, confidence and effectiveness in dealing with people
- Demonstrated ability to multitask, prioritize, schedule and organize work and perform under tight deadlines with on-going changes in priorities

You are:

- A team player who works effectively and cross-functionally
- Enthusiastic - a fun and energetic contributor to a great culture
- An analytical thinker with the ability to digest complex information and provide key insights
- Customer-focused with a passion for client success
- Detail-oriented and supremely well-organized