1. Organized daily workflow and assessed appropriate staffing to provide optimal service.
2. Monitored metrics and developed actionable insights to improve efficiency and performance.
3. Scheduled and attended meetings with clients and prospective clients as requested.
4. Evaluated interactions between associates and customers to assess personnel performance and customer satisfaction.
5. Built client relationships by responding to inquiries, identifying and assessing clients' needs, resolving problems, and following up with potential and existing clients.
6. Managed department call volume of [Number] calls per day and coordinated department schedules to maximize coverage during peak hours.
7. Led process improvement and problem-solving efforts to create standard procedures and escalation policy for customer support team.
8. Collaborated with finance department on invoicing accuracy for applicable products, services, software and logistics.
9. Developed documentation and logs of implemented solutions and generated and submitted [Timeframe] reports.
10. Applied best practices in customer service, sales and employee management to exceed organizational goals.
11. Performed duties and provided service in accordance with established operating procedures and company policies.
12. Coordinated referrals to specialists, hospitalizations, ER visits, ancillary testing and other enabling services for patients.
13. Arranged transportation and documented details of discharge transition plans.
14. Maintained client files with sales contracts, records of client interactions, client notes, and other information.
15. Delegated tasks to existing support team members and used cloud-based tools to help solve complex business issues.
16. Capitalized on $[Amount] in customer up-sell opportunities resulting in [Number]% increased revenues.
17. Interpreted regulations to identify patient care requirement criteria to be monitored and establish systems to achieve compliance.
18. Created customer support strategy for team of [Number] to increase [Type] customer retention by [Number]%.
19. Worked with providers to define quality metrics and outcome reporting process.
20. Supervised daily operations and sales functions to maximize revenue, customer satisfaction and employee productivity.