



Position: Customer Support Manager

Date: January 18, 2012

Reports: Director of Client Operations

Department: Client Services

Reason for Opening: --New position --Replacement

Position Summary

The purpose of this position is to improve business and operating results through the facilitation of appropriate and timely customer support. This position has direct impact on the delivery of quality customer service and successful implementation of new clients.

Primary Duties and Responsibilities

- Demonstrated ability to identify, define, and improve processes to maximize efficiency and productivity
- Would need to be available for on-call and escalated issues
- Manage day-to-day operations of customer support group
- Assist with reporting, including compliance reporting, requirements and delivery
- Measure and report on CSR productivity
- Focus on customer service and continuous improvements
- Make outbound calls to post-acute providers:
 - Encourage them to participate in the TLC program by explaining the benefits of program participation
 - Encourage them to utilize TLC's PPF electronic solution
 - Soliciting or confirming information to ensure the database is accurate and up-to-date
- Provide clear, concise assistance and troubleshooting to hospital customers and post-acute providers.
- Provide training for providers on using the system
- Assist with compliance reporting.
- Monitor system software processes.

Knowledge, Skills, and Attributes

- Excellent computer and technical skills (Excel, Word, Outlook) with the ability to learn new software quickly.
- Excellent written and verbal communication skills.
- Motivated self-starter with ability to work independently.
- Ability to problem solve, prioritize and multi-task.
- Ability to interact comfortably and competently over the telephone.
- Ability to listen attentively and be patient with difficult calls.
- A proactive team player who is cooperative, dependable and has problem solving capabilities.
- Ability to adhere to deadlines and remain productive in a high volume environment.
- Willingness to work evenings, weekends, holidays and be on-call.
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Education and Experience

- 2 to 5 years customer service experience in a call center or office environment.
- Healthcare industry experience preferred.
- Extensive phone experience, including both inbound and outbound calling.

Physical Requirements

- 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to sit (up to 90% of the day), talk, see, finger/grasp, and hear.