

## Customer Support Specialist (CSS)

Location	Remote	Benefits Eligible	Yes
Division	Success	Bonus Eligible	Yes
Department	Onboarding, Training, Support	Travel Requirement	<25%
Position	Full Time		
Level	Specialist		
Salary	\$40,000 – \$60,000		

### Job Description

**Overview:**

The Customer Support Specialist (CSS) is responsible for support with the onboarding of new customers and managing the support needs of current Neway, LLC customers. The CSS’s performance is measured and rewarded based on new customer satisfaction levels, in the form of Customer Satisfaction Scores and Net Promoter Scores.

**Responsibilities:**

- Supports the entire customer base for the life of the customer
- Works collaboratively with Sales, Vendors, Training, and Support to coordinate activities that maximize client satisfaction
- Supports the operational point person with assigned new accounts to ensure they have a flawless startup experience
- Proactively evaluates customer needs and requirements to create optimal service delivery options for assigned at-risk customers who have serious concerns or challenges in doing business

**Activities:**

Customer Onboarding & Training Activities:

- Partner with Sales and Onboarding Specialist as soon as the target customer has been identified
- Collaborate with Neway team to maintain a thorough understanding of the Value Proposition that has been presented to each customer including the customer’s key needs, to ensure a seamless transition
- Understand all aspects of the Customer from the Sales Team, IT Connectivity, Billing and Customer Support perspective
- Evaluate all information received to complete organizational build and create an onboarding plan based on what is learned
- Maintain, implement, and help develop Onboarding Plan, which will include a key communication strategy, including leading regular calls during the client set up and launch process with other key leaders and lab vendor partners to ensure operational readiness
- Develop a strong working relationship with all external lab vendor leaders and internal functional leaders and stakeholders involved through regularly scheduled meetings
- Conduct initial remote training sessions for key customers
- Conduct remote follow-up or retraining sessions, if necessary
- Assist with the set up and monitoring of strategic accounts through the onboarding process

Customer Retention & Support Activities:

- Evaluate all information received and create a risk-repair plan based on what is learned
- Support the review of client outcomes through monitoring and preparing for 90-day reviews
- Coordinate activities to maximize client satisfaction through a closed-loop problem resolution process
- Attend “At Risk” conference and “Daily Ops Call” as needed to report resolution of any events for the key customers involved
- Manage support tickets and ensure the fastest resolution time possible

- Review and manage “Client Problem Tracking” module or other client problem reporting mechanism for at-risk accounts and coordinate action(s) between functional groups to resolve “At-Risk” issues in a timely manner
- Review the timeliness of the functional group’s response
- Notify the functional group immediately if the turnaround time goal is exceeded
- Monitor client service failures
- Review the root cause description and appropriateness of the functional group’s corrective action
- Notify the functional group if the resolution is unclear, inadequate, or inappropriate or if documentation is required
- Work with the group to develop an effective action plan when process improvements or client support tasks are needed
- Monitor new customer implementations
- Visit or conduct conference calls with client accounts and “At Risk” clients to ensure that the resulting resolution and follow-up activity is satisfactory
- Solicit and resolve other outstanding customer issues or concerns
- In partnership with Chief Customer Officer, attend routine client visitation or conference calls scheduled to meet with key accounts and at-risk clients to review service metrics, satisfaction with local services, and address concerns
- Work with Customer Success Leadership or Customer Support Specialist to analyze chronic service failures and develop corrective actions
- Coordinate the contact of clients who submitted a client satisfaction survey that expressed dissatisfaction with the problem resolution progress or as requested by the internal staff
- Ensure total compliance with all company policies and government regulations, maintaining required documentation
- Other duties as assigned. This is not an exhaustive list of all duties and responsibilities, but rather a general description of work performed by the position

#### Required Education and Experience:

- Associates or Bachelor's degree preferred, minimum High School Diploma or equivalent required
- Minimum four (4) years of successful customer service experience including responsibility for investigating, analyzing, and resolving customer concerns.

#### Required Knowledge and Skill Set:

- Broad understanding of the laboratory business and its service requirements
- Broad knowledge of dialysis industry
- Broad knowledge of computing tools, and proficient computing skills: Microsoft Word, PowerPoint, Excel, SharePoint, OneDrive, etc.
- Broad knowledge of clinical EMR systems (dialysis specific EMR systems)
- Excellent interpersonal and communication skills (oral and written) necessary to effectively interact with customers and co-workers
- Ability to communicate complex issues clearly and concisely
- Strong effective presentation skills in a group setting
- Ability to multi-task and work in a fast-paced environment
- Strong organizational and prioritization skills
- Proven problem-solving skills with the ability to develop appropriate resolutions
- Ability to maintain a professional and tactful manner in stressful situations
- Ability to deal with client information in a confidential manner

**Physical Demands and Conditions:** The physical demands described 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.

- **Climbing:** Ascending or descending ladders and stairs using feet and legs and/or hands and arms.
- **Balancing:** Maintains body equilibrium to prevent falling when walking, standing, or crouching on narrow, slippery or erratically moving surfaces.
- **Stooping:** Bending body downward and forward by bending the spine at the waist.

- **Kneeling:** Bending legs at the knees to come to a rest on the knee or knees.
- **Reaching:** Extending hand(s) and arms(s) in any direction.
- **Walking:** Moving about on foot to accomplish tasks, particularly for long distances.
- **Pulling:** Using upper extremities to exert force to draw, drag, haul, or tug objects in a sustained motion.
- **Lifting:** Raising objects from a lower to a higher position or moving objects horizontally from one position to another.
- **Grasping:** Applying pressure to an object with the fingers and palm.
- **Feeling:** Perceiving attributes of objects, such as size, shape, temperature, or texture, by touching with the skin, particularly that of fingertips
- **Talking:** Expressing or exchanging ideas by means of the spoken word.
- **Hearing:** Perceiving the nature of sounds with no less than 40dB loss @ 500 Hz, 1000 Hz, and 2000 Hz with or without correction. The ability to receive detailed information through oral communication.
- **Repetitive Motions:** Moving the wrists, hands, and/or fingers.
- **Visual Acuity:** Visual acuity requirements are critical in activities such as inspecting, testing, measuring, analyzing and transcribing. It is essential for an employee in this position to identify the shape, size, motion and color of objects. Normal depth perception is required; normal field of vision is required.