

Job Title: Customer Experience Specialist
Department: Operations
Revision Date: 11/16/2018

Company Overview

Clearwave Corporation is a rapidly-growing healthcare software company based in Dunwoody, Georgia. We improve the patient experience by making the check-in process fast, simple, and seamless. We allow patients to check in on their mobile devices or via registration kiosks. We eliminate paperwork, automate eligibility verification, reduce check-in times by 70%, and increase cash collections by over 50%. We value excellent customer service, honesty, respect, flexibility and cooperation. Our team works diligently to deliver results and provide fresh solutions to solve customer pain points.

Position Overview

We are currently looking for an energetic and motivated individual to fill a full time Support Representative position in our Support Department. The Customer Experience Specialist works directly with customers to communicate how the product works and identifies and resolves any customer issues. The Customer Experience Specialists will identify gaps in current functionality and bugs or new features needed to improve the overall experience for the customer. You will be instrumental in helping hospitals and physician owned practices adopt the latest technology for on-line self-service patient registration.

You will have a flexible work schedule and all Support employees earn 2 work from home days after 90 days. We are a team of smart, savvy people who like to work hard. We enjoy what we do and the people we work with. We play a critical role by working alongside our customers to understand their business processes, challenges, and objectives to successfully deliver value.

Being a part of the Support Team Family requires working well in groups, as well as being motivated and driven to work hard individually. The Support Team collaborates when working on projects and difficult cases, helping one another where we can to provide the best service our customers can receive. Join one of the Best Places to Work in Atlanta! Out of over 600 companies in our category, Clearwave was ranked #30 as one of the best places to work in Atlanta in 2016!

Responsibilities & Duties

- Capable of providing consultation, support, and/or training remotely and onsite to Clearwave clients
- Collaboratively work with our team to provide support for the Clearwave application
- Ability to solicit relevant information from client in order to sufficiently describe nonroutine problems to technical expert, and effectively communicate solution to client
- Opening and closing of all service requests, as well as managing the assignment, tracking, escalation and completion of requests in accordance with standard operating procedures.
- Support the company by performing miscellaneous tasks and project assignments, and serve as back up to other staff personnel as required
- Test the software as needed to identify / confirm bugs
- Work directly with our development and design team to provide input on functionality, product design, and product usability

- Identify, analyze, and document defects with the software functionality, output, and content
- May evaluate proposed software or software enhancement for feasibility
- Work on special projects as required
- Provide technical and administrative support
- Build productive customer relationships and take responsibility for customer satisfaction.
- Work independently to complete tasks on time and collaborate with others as part of a team.
- Participate in maintenance releases on a rolling schedule to test new features and bug fixes.
- Assist in supporting Sales team at trade shows or while performing demos in the instance a software or hardware issue arises.

Knowledge, Skills & Abilities

- Strong knowledge of computers
- Proficient in the use of Microsoft Windows
- Detail-oriented
- Excellent time management, organizational, and prioritization skills
- Ability to work with minimum direction and to work effectively in a team environment
- Demonstrated interpersonal skills to interact with a variety of personnel at various levels within and outside the organization
- Take full ownership of key projects
- Proven strong communication skills and the ability to work with people from diverse backgrounds and experience
- Customer-minded and focused on making the experience for our clients as amazing as possible!
- Customer oriented approach to solving problems and providing hands on support.
- The ability to quickly recognize problems with inbound and outbound documents and resolve issues in a timely manner
- Ability to understand data and transaction event logs

Position Details & Benefits

- Full-time, salaried position
- Health Benefits offered (medical, vision, life and disability insurance)
- 401(k) with Company match
- Bonus opportunity
- Flexible work schedule with one day per week Remote
- Paid Personal Time Off (including six holidays per year)

Learn more about Clearwave Corporation here: www.clearwaveinc.com

NOTE: This job description is not intended to be all-inclusive. Clearwave Corporation is a dynamic, growing software company. Employees will perform other related duties as assigned to meet the ongoing needs of the organization.