Customer Support and Training Specialist

Hours

- This position is Full Time Hourly

Pay Scale

- Entry Level - $15-$16 / hour (in training and under observation)

- Level One - $17-$18 / hour (overseen, with expertise in some areas, and gradual expanding of knowledge in others, able to take on start to finish small agency customer trainings independently)

- Level Two - $19-$20 / hour (Independent, with broad knowledge of the system and ability to respond to majority of tickets, able to handle more complex new customer trainings)

- Senior Level - $21-22 / hour (with Specialty)

Responsibilities

- Learn how our product works, to a level where you can clearly train Procentive to customers, as well as troubleshoot common problems

- Serve the needs of our customers by answering their questions - quickly, clearly and kindly

- Answer tickets sent from customers to Procentive via the Ticketing Module and Chat tool. Questions can include ANY and EVERY aspect of Procentive, including the modules for client, appointments, billing, payments, era, clinical/charting, collections, reports, process, etc

- Train customers on setup, usage, and optimization of Procentive

- Perform additional research with the customers or other agencies outside of Procentive

- Track progress of new customer training using a Project Management Software

- Work with management team to process enhancement requests

- Answer and respond to emergency calls from customers (via the 1-800 help line)

- Assist in creating support materials for Procentive customers (support articles, videos, etc)

- Assist in answering questions and training new/current Procentive staff

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- Other duties as assigned - which may include research, administrative work or other

Minimum Technical or Professional Qualifications Required

- Must be motivated to master a complicated system

- Must be motivated to solve problems, to meet the needs of customers

- Must be a good multi-tasker

- If you are a "list person" - this may be the job for you

- If you love Sudoku, and puzzles based on logic - this may be the job for you

- Must be proficient on computers

- **Proficient writing skills REQUIRED - an ability to write professionally, and clearly, when explaining sometimes complicated or multi-step processes**

- Empathy -- Need the ability to convey (in vocal tone and in writing) that you care about our customers and want to help them

- Patience, Positivity, Adaptability, and good Listening skills

Further opportunity for growth beyond this position

- *Senior Customer Support Specialist. Ideally, the person we select for this position will be so uniquely wired for customer service, that they won't want to change jobs. Instead, they will just want to keep learning more about the product, so they can answer and solve more and more issues for customers.*

- *Senior Trainer and Consultant. Work with current customers (at times in-person) advising them on optimizing features of Procentive, recognize customers needs (expressed and unexpressed) and creating and/or improving methods and processes to meet objectives.*

- *Customer Success Manager. An account manager role working with Procentive customers. Show passion and energy, maturity, confidence in managing customer expectations with a focus on operational excellence, while having the technical ability to roll up his/her sleeves and work directly with the solution.*

Job Clearance Requirements

- This job requires person to not have a serious infraction of security in previous jobs. Must pass a standard background check.

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See [SP-1009 Workforce Clearance Policy and Procedure](#)

Performance Reviews

- There will be a 90 Day Performance Review, 6 Month Performance Review, and then an Annual Performance Review thereafter.

- This position reports to the Customer Success and Care Manager

Authorization/Level of Access

- Level of Access: Full

    See Definitions in [SP-1008 Authorization/Supervision](#)

Job Functions that Require Use or Disclosure to Protected Health Information

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Required Training

- Privacy and Security Training done on the first day of hire, otherwise if under direct supervision of authorized personnel within the first 30 days of hire; annual training thereafter

Remote Access

Customer Support and Training Specialist

- Approved for Remote Access: No

  See [SP-2006.1 Remote Access Policy](#)