

## WHAT MYHEALTHDIRECT DOES

MyHealthDirect (MHD) is the leading provider of digital care coordination solutions, partnering with healthcare organizations to improve the patient experience, clinical outcomes and financial results through online scheduling and referral coordination. With a data-driven platform and consultative services, MHD brings payers and providers together, strengthening relations, closing gaps in care and providing insight into patient flow across networks—reducing no-shows and lead times, outmigration, use of services and readmissions. In doing so, MHD enables healthcare organizations to improve costs, outcomes, satisfaction and quality scores and, ultimately, the bottom line. MyHealthDirect is growing rapidly and seeking exceptional people to help us exceed our customers' expectations and to continue our growth.

## CUSTOMER SUPPORT AGENT

MyHealthDirect is seeking an energetic, outgoing, and entrepreneurial professional who isn't afraid to be on the front lines and to partner with the rest of our team to drive remarkable client experiences.

Interested candidates must demonstrate a history of learning on the job, creative drive, and expanding responsibilities beyond job title. This position reports to the Customer Support Manager and is based in Nashville, TN.

## PRIMARY DUTIES AND RESPONSIBILITIES

- Providing a professional, *remarkable* best-in-class customer experience that wows our users, makes using and interacting with MyHealthDirect a pleasure and facilitates increased customer loyalty.
  - Building relationships with clients to drive continual success and improvement.
  - This includes always addressing issues quickly, maintaining high levels of communication and being proactive about resolving concerns and adding value to each interaction.
  - Ensure on-time problem resolution and consistently high levels of customer satisfaction.
- Being a proactive team member for using, maintaining, and improving the entire support process.
  - Triaging all incoming support tickets (phone, chat, email); resolving tickets on your own when possible, seeking out help to resolve tickets when needed or reassigning tickets to others when necessary.
  - Providing level 1 support for all external and internal users of MyHealthDirect's solution.
  - Ensuring the proper execution of the support process and resolution of tickets within the proscribed guidelines.
  - Strategizing support, product and company process and report improvements and working with team members to implement and automate them. Continuously improve team procedures and materials.
  - Sharing after hours "on call" responsibilities with other Support team members
  - Conduct outgoing proactive support calls as needed to provide an improved customer experience
- Owning the data reporting and analysis.
  - Continually measure and account for service level performance and regularly report key metrics to management. Own the preparation and submission of regular reports to executive management.
  - Identify customer support trends and areas for focus and/or improvement by analyzing available data.
- Quickly gain and then maintain an ongoing and expert knowledge of the MyHealthDirect solution, internal systems, and business processes.
  - Work closely with all internal departments to always be up to date with new features and/or procedures
  - Work with management to establish a solid support department, including a plan for growing the team when the time comes.
- Own internal support processes
  - Own the established internal process for all new employees to complete, including online forms and scheduling appropriate trainings
  - Own, build-out, maintain, and improve our internal certification program
  - Become an expert and power user on our data collection and survey tools to provide internal

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## **QUALIFICATIONS**

- 5 – 8+ years of software customer support or similar experience.
- Experience building and scaling customer support operations, particularly in a fast-paced startup or tech environment
- Outgoing; not afraid to talk to lots of people on the phone, on inbound or outbound calls, or in person. Able to deal professionally and calmly with all customers.
- Strong troubleshooting and problem-solving skills, including a broad technical curiosity and proven technical understanding that translates into an ability to efficiently investigate issues and find root causes.
- Demonstrated relationship-building skills
- Proven work ethic, drive and determination. Dedication to your work and results; to getting it done and doing it right.
- Working knowledge of customer service software, survey tools, CRM systems, databases and tools desired. Ability to grasp new concepts and tools; to learn and get up-to-speed quickly. Desk.com experience desired.
- The ability to communicate clearly and positively through written and spoken English; Spanish a plus.
- Must have excellent communication, client facing and interpersonal skills with strong attention to detail. Must be proactive about communication and resolving issues to exceed expectations.
- Habit and ability to bring solutions or recommendations, rather than problems, to the project or situation.
- Basic proficiency in Microsoft Office, including Visio
- BS in business- or healthcare-related fields preferred, but not required
- Willing/able to accommodate travel as needed, though regular travel is not expected

## **COMPENSATION AND BENEFITS**

MyHealthDirect offers a competitive salary and benefits package that is commensurate with experience.

## **TO APPLY**

Interested candidates should complete the application survey at <http://surveys.myhealthdirect.com/s3/Customer-Support>. *MyHealthDirect is an equal opportunity employer.*