



POSITION DESCRIPTION

TITLE: Client Support Specialist
STATUS: Non-Exempt
REPORTS TO: Client Support Manager
SUPERVISES: N/A
DATED: March 2019

I. Position Summary

The Client Support Specialist is responsible for providing primary account service, maintenance and support. This position will require the direct interaction with Hixny users and requires a basic understanding of our technical systems, processes and business functions. Specific responsibilities will include, but are not limited to, providing live customer service to our users, reviewing medical and clinical records and linking all data common to the same patient, user account creation and maintenance, password resets, and other general support tasks associated with users and Hixny staff. The Client Support Specialist is expected to maintain the highest level of professional conduct and confidentiality in the performance of this role.

II. Essential Functions of Position

1. Provide live customer service and support for basic account management issues such as password resets and system access issues.
2. Elevate questions and unusual information to the attention of the department supervisor.
3. Maintain user accounts by creating, modifying and disabling accounts to ensure appropriate levels of access and security are maintained at all times.
4. Access and review “unlinked” electronic medical and clinical data, identify what information is common to the same patient, and use a web tool to match that data to the patient’s record.
5. Ensure a high level of customer satisfaction by quickly and accurately resolving client issues in a friendly and helpful manner.
6. Maintain strict confidentiality of patient information, adhering to all HIPAA and related regulations in all duties performed.
7. Manage open case queue by assigning case priority and ensuring cases are resolved according to established timelines.
8. Demonstrate ability to learn the basic technical and business processes supporting Hixny and consistently build upon this knowledge to expand responsibilities and skills.
9. Assist other Hixny staff with data processing and clerical functions as needed to service accounts.
10. Other duties and responsibilities may be assigned from time to time as business needs require.



III. Required Education, Skills and Experience

1. Bachelor's degree or equivalent work experience.
2. Demonstrated computer skills and dexterity required in the use of computer equipment, mouse, keyboard, etc.
3. Attention to detail, clerical organization skills and the ability to work collaboratively as part of a team are essential.
4. Excellent written and verbal communication skills and ability to relate to all levels of the organization in a respectful and friendly manner.
5. Previous customer service experience in the healthcare industry or knowledge of health information systems and terminology is preferred.

IV. Working Conditions and Other Requirements

1. Position is full-time/40 hours per week. Requires the availability to work Monday through Friday between the hours of 8 a.m. and 5 p.m. with the flexibility to work occasional overtime.
2. Ability to be seated and use computer equipment for several hours per day.
3. Work will be performed on site at Hixny offices.