

**Customer Success Specialist**

Greenlight Health Data Solutions is revolutionizing the way digital health records data can move from where it is held today to where our Customers and Users need it to be. From healthcare systems to individual users and patients, and to the organizations with whom they can support and proactively engage, we get health data where they want it quickly and digitally. Our innovative permission-based platform for digital health record retrieval and sharing puts patients in control of their own data; accessed, aggregated, and shared on their terms. Today Greenlight offers robust patient-initiated data retrieval across 40+ leading EHR patient portals and more than 1 million doctors + 3 million mid-levels in the U.S. Our APIs are highly secure, compatible with CCD and FHIR data formats and other emerging health IT standards, and easy to integrate. Greenlight is HITRUST certified and HIPAA compliant.

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| **Reports To:** | Manager, Customer Success |
| **Department:** | Operations – Customer Success |
| **Employment Status:** | Full-Time |
| **FLSA Status:** | Exempt |
| **Date Created:** | June 13, 2022  |
| **Summary of Role:** | We are looking for an energetic Customer Success Specialist who is motivated to help both individual Users and Partner customer organizations maximize the benefits they are seeking through the Greenlight service. You will serve as a first line response specialist providing end-user support, as well as supporting the Operations team in providing excellent partner experience. As part of the team with the strongest relationships with Users and Partners, you will be the “voice of the customer” in problem solving, identifying trends, and determining opportunities for improvement.  |
| **Knowledge, Skills & Abilities:** | * Excellent communication (written and verbal) and customer service skills
* Attention to detail and action-oriented
* Critical thinking in problem solving and troubleshooting
* High degree of sensitivity for PHI security
* Outgoing, friendly, and engaging
* Ability to work well independently and within a team
* Confident with learning new technologies and processes
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| **Responsibilities:** | * Serves as first line of support – answering incoming calls, chat, emails, and creating/responding to support tickets
* Proactively assists users through outreach to help them achieve their goal(s)
* Receives, researches, resolves, and documents support issues; ensures resolution
* Supports Operations team in daily needs to run Partner pilots and implementations
* Follows established processes to ensure consistent quality; assists in determining new and/or improved processes
* Collaborates across functions to support improvement projects
* Collects and maintains reporting as needed
* Escalates problems to appropriate resources as required
* Participates in testing and providing feedback to Product as the “voice of the customer”
* Other duties as assigned

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| **Requirements:** | * High school diploma or equivalent; Bachelor’s degree a plus
* Customer-first mindset with demonstrated customer service experience
* Support/helpdesk experience a plus
* Healthcare or information technology knowledge a plus
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