



Customer Support Specialist

Job Description – RevolutionEHR has an immediate opening for a Customer Support Specialist for its cloud-based, electronic health record and practice management solution for eyecare. The primary responsibility of the Customer Support Specialist is to be a “subject matter expert” SME on certain portions of our flagship software product, RevolutionEHR.

Role Responsibilities:

- Support existing customers by answering questions via phone, email, and instant messaging.
- Create training videos and other content related to your areas of expertise.
- Host live webinars for which multiple customers may attend.
- Host one-on-one sessions with customers to provide guidance.
- Document all customer communications in our CRM program.
- Provide input to our product development team for future releases of the software.

Skills & Requirements

QUALIFICATIONS:

- Minimum 3 years Clinic / In-office or in-practice patient services experience in an eye care setting
- Experience with EMR EHR software required as optical assistant, office administrator, manager or optician performing duties such as
 - Patient scheduling
 - Patient care in an optometric setting
 - Optometric billing and coding
 - Optical product ordering (Frames, Lenses, contact lenses, etc.)
 - Optometric technician
- Previous experience in a customer support role or a training role
- HIPAA requirements knowledge, a plus

SKILLS/KNOWLEDGE:

- Passionate, customer-champion with proven ability to provide remote customer support
- Proven ability to determine answers and provide solutions quickly.
- Clear communication skills
- Adaptable to remote support, customer facing environment
- Proficient in MS Office applications; SFDC, GTM, adept knowledge of application sharing environments

Hours of Work

This position will be designated to support East Coast working hours (9:00am to 6:00pm EST) or West Coast working hours (9:00am to 6:00pm PST). Occasional Saturday hours may be required.

About RevolutionEHR

RevolutionEHR is a growth stage, cutting-edge software-company providing a cloud based Electronic Health Record and practice management solution for optometry. With over 4500 doctors and 20,000 users on the system, we are servicing customers in all 50 states and Canada. Our application is the leading cloud-based health record solution for eyecare.

RevolutionEHR offers a comprehensive total rewards package including competitive compensation programs with base salary and bonus opportunity including a rich benefit of health, welfare, 401k savings and paid time off benefits.

RevolutionEHR embraces a distributed, virtual work environment and you will be required to work out of a home office. As such, you will need to be highly independent, detail-oriented, and self-motivated. The position will require a modest level of travel to customer sites, tradeshow, and company meetings.

Interested parties should send a resume to hr@revolutionehr.com
Please visit us at www.revolutionehr.com