

CLIENT SUCCESS – SUPPORT JOB OPENING

“Making the simple complicated is common place; making the complicated simple, awesomely simple, that’s creativity” -Charles Mingus

ORGANIZATION OVERVIEW: HEALTHCARE IT | SOFTWARE-AS-A-SERVICE

Our founders and their team have developed the first and only end-to-end software solution for Infusion Centers that has gained significant traction in the market.

POSITION: CLIENT SUCCESS

Great organizations are made of great people. We're looking to fill a Client Success Support role on our growing team. This is a full-time position. The primary responsibility is training and onboarding new clients onto our healthcare SaaS application. The ideal candidate would have job experience in a similar client success support role. Candidates must enjoy and work well with technology and possess great written and verbal communication skills.

Other responsibilities include tracking support issues, helping set up and implement new client locations, creating training materials and release notes, and helping to prioritize development of new features based on client feedback. This person will also work very closely with the client success and development teams and likely be trained to use development tools for issue investigation and data manipulation as a part of their duties.

LOCATION: AUSTIN, TEXAS – (NORTHLAND DR & MOPAC)

START DATE: ASAP / MAY 2021

SALARY RANGE: \$60K+ (COMMENSURATE WITH EXPERIENCE)

RESPONSIBILITIES

- Learn and understand the Infusion Center healthcare model
- Onboard new clients onto and support existing clients on our healthcare SaaS application
- Troubleshoot and document software operational and technical issues
- Respond to client support issues, report bugs/issues and feature requests
- Provide excellent client service with friendly, professional responses
- Create client training materials, draft release notes, and help prioritize development of new features
- Go beyond your comfort zone when needed
- Be an awesome addition to our growing team

REQUIRED QUALIFICATIONS

- Bachelor's degree required
- Proven track record of achieving and exceeding measurable goals
- Must be detail-oriented, able to multi-task and be extremely organized and efficient
- Must possess excellent written and oral communication skills, including ability to communicate with all levels of org chart
- Ability to say: “I don't know, but I can get that answer for you” and then find the answer for the client
- Excellent computer skills: Adobe Acrobat, Google Suite and all Microsoft Office Applications
- Experience in information technology and technical support a plus, but not required
- Able to work independently (but understand we won't leave you on an island)
- Some travel required (up to 25%)

CONTACT

Please email cover letter, résumé, and any professional/work sample(s) or portfolio of work to: employment@weinfuse.com