

Position ID 1035BR
External Job Title **Client Services Analyst**

Overview: Client Services employees are responsible for assisting athenahealth's customers with their problems and/or questions. These inquiries can occur via inbound phone calls or email.

The Client Service Analyst is responsible for resolving customer inquiries either immediately while on the phone with the customer or via cases when the issue is more complex in nature. The Client Service Analyst needs to have a thorough understanding of all services lines offered by athenahealth and which functional areas are responsible for what work. Additionally the Client Service Analyst must be able to work cross-functionally to continuously improve our services and to resolve customer inquiries.

Job Responsibilities:

- Responding to customer calls and emails within specified turn-around-times while meeting quality standards and production targets
- Advocating for customers within athenahealth
- Timely resolution, tracking and response to all Client inquiries that result in cases via SugarCRM tasks
- Working cross-functionally to continuously improve our service
- Leading new functionality release training
- Commitment to achieving mastery of the role, minimum expectation of 12 months
- Accept full ownership of special work and/or project assignments
- Fully participate in the drive to accomplish all department and corporate goals
- Become an engaged, and active participant in athena health's teaching and learning culture

Qualifications: An ideal candidate will possess the skills necessary to provide consistent, effective customer service support. All candidates must possess a strong desire to learn, as well as embrace athenahealth's unique problem-solving and creative-solutions based approach to our work while adhering to our Corporate Compliance Code. Applicants should be excited by the prospect of working in a dynamic environment of continual change/improvement, driven by our rapid rate of growth. As such, qualified candidates must possess strong analytical, communication, and organizational skills, and be detail oriented, in order to provide on-going support in the client service department.

Additional qualifications include:

- Bachelor's degree or equivalent experience
- A strong working knowledge of Microsoft Office, and specifically Excel and Word
- Proven and effective written and telephone communication skills including a calm, empathetic phone manner
- Resourceful approach to solving problems
- Ability to maintain poise and a sense of humor in a fast-paced work environment

Key words:

customer service, inside sales, sales assistant, inbound calls, call center

athenahealth, Inc. is a leading provider of web-based business services for medical groups. athenahealth's service offerings are based on proprietary web-native practice management and electronic health record (EHR) software, a continuously updated payer knowledge-base, integrated back-office service operations, and automated and live patient communication services.

Please submit your application online at our secure site:

<http://www.athenahealth.com/careers/index.php>

Location of Role Belfast, ME USA

Please contact: Katie Glessner, Recruiter at 207-323-7166 with any questions.