

Job Title: Zweena Customer Service Coordinator

Immediate Supervisor: COO/CEO

Zweena LLC offers its clients an online personal health record. Visit us at www.zweenahealth.com. As a member of the Zweena management team this person is responsible for the total customer service experience that is delivered to our consumers.

The ideal candidate must be:

- Client focused with a passion for outstanding customer service. Enjoy engaging clients one on one (probably on the phone). Possessing customer service orientation, stress tolerance, and great team working abilities are key skills to succeed in this position.
- Unflappable and have great organization skills. Strong verbal and written communication skills to answer incoming calls from customers, inquiries and questions, handle complaints, troubleshoot problems and provide information.
- A problem solver with proven success in analyzing and solving problems, attention to detail and great organization skills.
- A self-starter who enjoys the challenge of working with a smart, dynamic start-up organization.

Responsibilities include:

- Developing and delivering prepared message scripts to persuade potential customers to purchase the Zweena service
- Obtaining customer information and possible customer leads, entering data and maintaining customer/potential customer data bases and records of interactions
- Contacting businesses or private individuals by phone or email. Following up on initial contacts, responding to customer inquiries or complaints, providing customers with product and service information, processing orders, performing any follow-up calls necessary along with completing call logs and reports.
- Preparing outreach email campaigns in partnership with Marketing
- Review and ongoing maintenance of the website based FAQ's

Education and experience required:

- BS Degree required, RHIT or RHIA certification preferred
- 2+ years of customer service experience -- Healthcare setting preferred.
- Knowledge of customer service principles and practices and related CRM tools
- Solid working knowledge of Microsoft Office products and internet
- Excellent communication skills, both written and verbal