
	Department	600 Product Management
	Job Title	Director of Customer Management
	Document ID:	600-0005-r100308 DOCM.docx
	Document Date:	2010.3.08:14:22

JOB TITLE		EFFECTIVE DATE	PERCENT OF TIME
Director of Customer Management		8 March 2010	100%
DEPARTMENT/DIVISION	SUPERVISOR'S TITLE		WORK LOCATION
600 Product Management	Product Manager		SHP Main Office
SUPERVISION/DIRECTION RECEIVED			
	Close Supervision		Supervision
	Direction	X	General Supervision
			General Direction
			Other
MANAGEMENT LEVEL			
X	Supervisory		Non-Supervisory
			Not Applicable

<p>GENERAL SUMMARY OF DUTIES / RESPONSIBILITIES</p> <p>The Director of Customer Management (DOCM) is a key management position. Applicants must have healthcare experience and a minimum of 10 years experience managing professional, client-oriented customer management/tech support teams. Strong technology skills and previous experience working in a fast-paced, high output technology company are required. The DOCM:</p> <ul style="list-style-type: none"> • Assists in the management of a highly effective team to provide superb customer support resources to SHP clients. • Assists with client software installation and setup. • Completes special projects and other duties as assigned • Contributes to a positive, energetic, and culture-perpetuating team • Develops and maintains relationships with all vendor partners. • Develops and monitors compliance with systems, processes, etc. • Effectively communicates with software developers, sales staff, healthcare clients, vendors if issues arise and drive resolution of issues • Fulfills Customer Support duties from 7am-4pm • Handles Technical Support requests from SHP Platinum Customers • Hires, develops and manages a highly effective and engaging team. • Identifies and solves issues with any dissatisfied clients, ending in a positive outcome. • Interfaces as necessary with software development engineers and operations staff to independently and proactively resolve any issues which delay customer fulfillment or customer support. • Monitors performance of the customer Management Team: <ul style="list-style-type: none"> ○ Maintains a client retention rate of at least 90% consistently. ○ Maintains a customer satisfaction rating of at least 95% consistently. • Maintains a positive, energetic, and culture-perpetuating team. • Maintains a rapid, efficient, friendly, and scalable response team that responds to clients, business partners, sales and other internal staff members. • Participates in product development planning, and serves as the voice of the customer to SHP management and development. • Proactively identifies and solves issues with any dissatisfied clients, ending in a positive outcome • Provides rapid, efficient, and friendly response to customer inquiries, request for customer support • Quickly and efficiently sets up customer accounts for fulfillment and communicates any special requirements to the cognizant Customer Manager. • Strictly adheres to HIPAA guidelines among the department's staff. • Sets up Webinars and conferencing • Travels to vendor corporate sites and customer sites as necessary. • Uses SQL to write ad-hoc queries and reports for data analysis and troubleshooting purposes • Utilizes and suggests technology solutions that allow for scalability of customer support. • Works with customers to quickly resolve issues with enthusiasm and helpfulness.
--

	Department	600 Product Management
	Job Title	Director of Customer Management
	Document ID:	600-0005-r100308 DOCM.docx
	Document Date:	2010.3.08:14:22


BACKGROUND AND SKILLS REQUIREMENTS:

Education (Check Minimum level)		Experience		Computer Skills	
	High School	x	Healthcare Industry	X	MS Word
	Associate Degree in related field	x	Trade Shows	X	MS Excel
X	Bachelor degree in related field	x	Conferences	X	MS PowerPoint
	Graduate Degree in related field		Public Speaking	X	MS Access
	Doctorate in related field	x	Presentation Skills	X	MS Dynamics or other CRM
			Cold Calling	x	Microsoft SQL Server 2005 & 2008
		x	HIPAA compliance	x	Ms Project
Technology Skills		Other Required Experience		x	MS Visio
	Visual Basic .Net	X	GoTo Meeting		Dreamweaver
	Visual Studio 2000, 2005 and 2008	X	Webinars	X	Sharepoint
	Selenium Web Testing	X	Teleconferencing	X	Adobe Acrobat Professional
	Nunit Testing Framework		Knowledge of Relational Data Base Structure	X	SQL Server Queries
	XML and .Net Webservice Technology				Adobe CS4 Design Suite

SPECIAL CONDITIONS OF EMPLOYMENT (Licenses, certificates, credentials, altered work schedules, furloughs, travel, etc.)

<p>Knowledge, Skills, and Abilities</p> <ul style="list-style-type: none"> Bachelors Degree with at least 10 years of work experience providing all levels of Technical Support with hands on experience troubleshooting computer/network issues Excellent written and oral communication skills; ability to communicate successfully across a wide variety of communication styles. Professional and courteous telephone manner with emphasis on customer satisfaction. Previous telephone support or telephone sales experience is a plus. Positive conflict resolution skills Must be comfortable with technology and able to learn quickly. Ability to independently troubleshoot problems and think outside the box. Ability to work in a fast-paced environment with minimal supervision. Strong organizational skills. Ability to organize, manage and prioritize multiple tasks and meet specified deadlines. Ability to follow instructions. Proficient in use of Microsoft Office programs (Word, Excel, Powerpoint, Outlook). SQL, CRM (MS Dynamics preferably), Sharepoint, MS Project, MS Visio, Adobe Photoshop experience is a plus. Ability to maintain confidentiality. Excellent punctuality, attendance and work ethic
--

ESSENTIAL DUTIES OF THE JOB		
PERCENT OF TIME	FREQUENCY	ESSENTIAL DUTIES* (List in order of importance)
50.00%	Daily	<p>Help Desk Supervisor III</p> <p>Supervises the day-to-day operations of the help desk. Identifies, researches, and resolves complex technical problems. Creates and manages escalation procedures and ensures service levels are maintained. Documents, tracks, and monitors problems to ensure resolution in a timely manner.</p>

	Department	600 Product Management
	Job Title	Director of Customer Management
	Document ID:	600-0005-r100308 DOCM.docx
	Document Date:	2010.3.08:14:22

ESSENTIAL DUTIES OF THE JOB		
PERCENT OF TIME	FREQUENCY	ESSENTIAL DUTIES* (List in order of importance)
25.00%	Daily	Help Desk Support. Help Desk Support Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks and monitors the problem to ensure a timely resolution.
15.00%	Daily	IT Project Coordinator. Coordinates assigned IT projects and ensures company resources are utilized appropriately. Compiles project status reports, coordinates project schedules, manages project meetings, and identifies and resolves technical problems. Identifies and analyzes systems requirements and defines project scope, requirements, and deliverables. Coordinates project activities and ensures all project phases are documented appropriately.
5.00%	Daily	Technical Support Analyst I Reviews, analyzes, and evaluates information technology systems operations.
5.00%	Daily	Technical Sales Support Specialist I. Technical Sales Support Specialist I Provides technical advice to the sales force to resolve product or service requests regarding engineering, technical or scientific issues.

NON-ESSENTIAL DUTIES OF THE JOB		
PERCENT OF TIME	FREQUENCY (d,w,m,q,y)	NON-ESSENTIAL DUTIES
		None

REQUIREMENTS:			
"F" for frequently; "O" for occasionally; "N" for not at all.			
PHYSICAL		Must carry/lift loads of:	
On the job the employee must:		Light (up to 25lbs.)	
On the job the employee must:		Moderate (25-50lbs.)	
On the job the employee must:		Heavy (over 50lbs.)	
On the job the employee must:		ENVIRONMENTAL	
On the job the employee must:		On the job the employee:	
X	Bend		Is exposed to excessive noise
X	Sit		Is around moving machinery
X	Kneel/Squat		Is exposed to marked changes in temperature and/or humidity
X	Stand		
X	Walk		Is exposed to dust, fumes, gases, radiation, microwave (circle)
	Crawl		
X	Climb Stairs, Steps	X	Read/comprehend
X	Push/Pull	X	Write
X	Handle objects (manual dexterity)	X	Perform calculations
		X	Communicate orally
X	Reach above shoulder level	X	Reason and analyze
X	Use fine finger movements		
	Other:		Other