
	<b>Department</b>	600 Product Management
	<b>Job Title</b>	Customer Manager
	<b>Document ID:</b>	600-0007-r100308 Customer Manager.docx
	<b>Document Date:</b>	2010.3.08:14:01

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

<b>GENERAL SUMMARY OF DUTIES / RESPONSIBILITIES</b>
<p>Under the supervision of the Director of Customer Management, the Customer Manager works in a team environment with other Customer Managers to proactively ensure high quality customer management, support and compliance with SHP practices, HIPAA and other mandatory security and privacy regulations. The Customer Manager is responsible for:</p> <ul style="list-style-type: none"> <li>• Providing a rapid, efficient, and friendly response to customer inquiries, request for customer support</li> <li>• Quickly and efficiently setting up customer accounts for fulfillment</li> <li>• Interfacing as necessary with software development engineers and operations staff to independently and proactively resolve any issues which delay customer fulfillment or customer support.</li> <li>• Effectively communicating with software developers, sales staff, healthcare clients, vendors if issues arise and drive resolution of issues</li> <li>• Maintaining a customer satisfaction rating of at least 95% consistently</li> <li>• Maintaining a client retention rate of at least 90% consistently</li> <li>• Participating in product development planning, and serves as the voice of the customer to SHP management and development</li> <li>• Developing and Maintaining relationships with all vendor partners</li> <li>• Proactively identifying and solving issues with any dissatisfied clients, ending in a positive outcome</li> <li>• Developing and monitoring compliance with systems, processes, etc.</li> <li>• Strictly adhering to HIPAA guidelines</li> <li>• Contributing to a positive, energetic, and culture-perpetuating team</li> <li>• Fulfilling Customer Support duties from 7am-4pm</li> <li>• Assisting with client software installation and setup.</li> <li>• Working with customers to quickly resolve issues with enthusiasm and helpfulness.</li> <li>• Using SQL to write ad-hoc queries and reports for data analysis and troubleshooting purposes</li> <li>• Setting up Webinars and conferencing</li> <li>• Completing special projects and other duties as assigned</li> </ul>

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**BACKGROUND AND SKILLS REQUIREMENTS:**

Education (Check Minimum level)		Experience		Computer Skills	
	High School	*	Healthcare Industry	X	MS Word
	Associate Degree in related field		Trade Shows	X	MS Excel
X	Bachelor degree in related field		Conferences	X	MS PowerPoint
	Graduate Degree in related field		Public Speaking	X	MS Access
	Doctorate in related field		Presentation Skills	X	MS Dynamics or other CRM
			Cold Calling	*	Microsoft SQL Server 2005 & 2008
		*	HIPAA compliance	*	Ms Project
Technology Skills		Other Required Experience		*	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	*	Helpful but not a firm requirement		Adobe CS4 Design Suite


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

Knowledge, Skills, and Abilities

- Bachelors Degree with at least 1 year of work experience or Associate Degree or with at least 4 years of relevant work experience.
- 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)
85.00%	Daily	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.

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ESSENTIAL DUTIES OF THE JOB		
PERCENT OF TIME	FREQUENCY	ESSENTIAL DUTIES* (List in order of importance)
5.00%	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:		ENVIRONMENTAL	
		On the job the employee:	
X	Bend	X	Light (up to 25lbs.)
X	Sit		Moderate (25-50lbs.)
X	Kneel/Squat		Heavy (over 50lbs.)
X	Stand		
X	Walk		MENTAL
	Crawl		On the job the employee must be able to:
X	Climb Stairs, Steps	X	Read/comprehend
X	Push/Pull	X	Write
X	Handle objects (manual dexterity)	X	Perform calculations
X	Reach above shoulder level	X	Communicate orally
X	Use fine finger movements	X	Reason and analyze
	Other:		Other