



Talksoft Corporation

Job Title: Client Services Representative

Salary plus medical, dental, and vision benefits, paid time off, 401k

Contact:

Christine Frandsen

Talksoft Corporation

cfrandsen@talksoftonline.com

<http://www.talksoftonline.com>

Company Information and Culture:

Talksoft (www.talksoftonline.com) is a leading provider of reminder and messaging services engaging patients in the healthcare industry, and a wholly owned subsidiary of [RevSpring Inc.](#) Our core focus is harnessing the latest technology to create messaging services that provide value and efficiencies to the business community. We are a dedicated, dynamic, and close team with exciting projections for continued growth and success.

Our company culture emphasizes a life/work balance. Our supportive, refreshing, and rewarding environment enables individuals to operate at their best, achieve great results, and contribute to the success of Talksoft. We honor and respect the individual's talents, skills, and approach. Our goal is that work is not just a job-- it is applying what you like doing to a value-added cause where everyone profits.

Position Purpose & Description:

Talksoft is a fast-growing company looking for an individual who would be a good fit with our culture and has the skills and desire to excel in the customer service role.

Customer Service is a critical role for the success of Talksoft. We pride and differentiate ourselves on our customer service, to which our customers attest (<http://www.talksoftonline.com/review.shtml>). We have a very satisfied and pleasant customer base.

The Client Service Representative (CSR) is accountable for the satisfaction of our customers. In this role, the individual will respond to customer queries through calls and tickets, aid in troubleshooting, provide information to customers, and assist where needed to satisfy customer inquiries. This role will also support and assist internal processes and needs related to customer support and implementing new customers.

Other tasks include documenting troubleshooting information, assisting with onboarding and training of new customers, and recommending / implementing enhancements benefiting customers and the company.

As a growing and dynamic company, we are excited about the involvement and value this position contributes to the organization. This role is vital to providing feedback to the company and sustaining the 'above-and-beyond' customer service that we offer.

Job Responsibilities:

Customer Support Response – One of Talksoft's primary responders to support inquiries. He/She will answer and/or returning calls and tickets from customers, as well as manage, investigate, and address requests. The CSR will use Talksoft's customer ticketing system to investigate and research customer queries and to document these



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interactions. The CSR will use Talksoft's control panel (CP) system to administer customer accounts, Google Drive and an internal Wiki for documentation, as well as a remote access utility to remotely assist customers when needed.

Customer Set-Up and Implementations- The CSR will be involved in assisting new customers with set up and implementation/onboarding of customer accounts. This work may include project plan documentation and execution of account settings, message structure, and customization work documentation.

Business Support – Since the CSR will be involved in much of the direct day-to-day interaction with the customer, he or she will be in good position to **suggest, implement, document**, and help to improve processes that would make the services we offer more efficient and/or effective for our customers, and internally at Talksoft. Therefore this role will participate in performing various business support tasks such as documenting systems and processes, suggesting / implementing process and/or system improvements, and well as performing various sales and/or business development tasks that are needed. Some knowledge of general accounting principles is desired.

Team Support - Since the CSR will be involved in a **variety** of different business aspects, working well with other team members and enjoying group interaction is required. Being able to **organize** and **understand** each team member's roles is essential in having an efficient business. The CSR will learn about each role in order to provide quality service to customers and be able to actively participate in business development.

Skills/Qualifications:

- **Must have** excellent customer service skills. **Generally requires** 2 -4 years of job-related experience; or an equivalent combination of education and experience.
- **Must have** excellent analytical/troubleshooting skills.
- Ability to multi-task and be detail-oriented.
- Must be a quick and eager learner.
- Possesses technical aptitude (computer navigation, understanding of standard software).
- Experience with Google Drive or similar.
- Experience in account on-boarding is preferred.
- Excellent email and phone mannerisms.
- Has a friendly, patient, and positive attitude.
- Good interpersonal, organizational, and verbal/written communication skills **are required**.
- **Must be** customer focused and display professional behavior.
- Has entrepreneurial approach.
- Experience with ticketing software is preferred.
- Healthcare experience is preferred but not required.