



**HEALTH CENTER
PARTNERS**
of Southern California

A Family of Companies



JOB DESCRIPTION

JOB TITLE:	Customer Success Representative	COMPANY:	CNECT
REPORTS TO:	Strategic Project Manager		
DIRECT REPORTS:	None		
STATUS:	Exempt	FULL-TIME	WORK COMP CLASS: 8810
OUTSIDE TRAVEL:	0%	SCHEDULE: 7-7/M-F	WORK CONDITIONS: Remote
This job description is intended to be a general statement about this job and is not to be considered a detailed assignment. It may be modified at any time, with or without advance notice, to meet the needs of the organization.			

JOB SUMMARY

The Customer Success Representative (CSR) will play a crucial role in supporting the Strategic Project Manager by managing inbound inquiries and ensuring customer satisfaction. The CSR will be responsible for promptly responding to customer inquiries, resolving issues efficiently, and enhancing the overall customer experience.

ESSENTIAL JOB FUNCTIONS

- **Inbound Inquiry Management:** Respond to and resolve inbound customer inquiries via phone, email, and other communication channels in a timely and professional manner.
- **Customer Support:** Assist customers with product information, troubleshooting, and navigating self-service resources.
- **Issue Resolution:** Act as a customer advocate to clarify, confirm, and resolve issues, ensuring high levels of customer satisfaction.
- **Collaboration:** Work closely with the SPM and other team members to identify and address customer needs and improve service delivery.
- **Documentation:** Maintain accurate records of customer interactions and issues in the CRM system.
- **Feedback:** Gather and relay customer feedback to the SPM and relevant departments to help improve products and services.

QUALIFICATIONS

Skills

- **Communication Skills:** Excellent oral and written communication abilities.
- **Customer Service Experience:** At least 1-2 years of experience in a customer service role, preferably in a B2B environment.
- **Problem-Solving:** Strong problem-solving skills and the ability to think on your feet.
- **Technical Proficiency:** Proficient in Microsoft Office Suite and CRM software.
- **Team Player:** Ability to work effectively in a team environment and collaborate with colleagues.

Education/Experience

- Bachelor's degree in Business, Marketing, or a related field is preferred

PHYSICAL REQUIREMENTS

- Ability to sit or stand for long periods of time
- Ability to reach, bend and stoop
- Physical ability to lift and carry up to 20 lbs.

HIPAA/COMPLIANCE

- Maintain privacy of all patients, employee and volunteer information and access such information only on as need to know basis for business purposes.
- Comply with all regulations regarding corporate integrity and security obligations. Report Unethical, fraudulent, or unlawful behavior or activity.
- Upon hire and annually attend HCP's HIPAA training and sign HCP's Confidentiality & Non-Disclosure Agreement and HIPAA Privacy Acknowledgment
- Upon hire and annually read and acknowledge understanding of HCP's HIPAA Security Policies and Procedures
- Adhere to HCP's HIPAA Security Policies and Procedures and report all security incidents to HCP's Privacy & Security Officer

To express interest in this role, please submit your resume and application to jobs@hcpsocal.org.