



## **JOB TITLE: CUSTOMER SUPPORT SERVICES SPECIALIST I**

### **REPORTS TO: OPERATIONS SUPERVISOR/MANAGER**

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**ABOUT WORKWELL:** WorkWell helps organizations prevent and treat sprains, strains, and back pain by delivering comprehensive and scalable musculoskeletal health programs as part of their overall safety and wellness programs. We partner with employers to keep employees safe, healthy, and productive by identifying workplace risks, implementing early intervention and proactive ergonomics, providing employee testing and treatment, and ensuring safety compliance. Additionally, our WorkWell training for therapists features world-class courses designed by experienced therapists, equipping professionals with the skills and knowledge they need to support their clients and enhance workplace health outcomes effectively.

**SUMMARY OF POSITION:** The Support Services Specialist I is the main point of contact for our employer clients and network providers. This individual must accurately gather information to coordinate physical abilities testing services while being an efficient problem solver to resolve issues.

#### **DUTIES AND RESPONSIBILITIES:**

- An integral part of the service support team staffing a customer contact center and coordinating physical ability testing services for over 3000 employer locations
  - Schedule pre-employment and post-injury physical ability tests
  - Provide accurate, valid, and complete information to customers. Document details of scheduled appointments
  - Monitor work queues to meet service timeline expectations
  - Answer incoming and make outgoing phone calls, monitor email, and actively respond to customer requests. First-level triage for IT, clinical, and sales inquiries
  - Identify and assess customers' immediate needs to achieve satisfaction
  - Build sustainable relationships and trust with customer accounts through open and interactive communication
  - Respond to customer issues, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution. Keep records of customer interactions, process customer accounts, and file documents
  - Follow communication procedures, guidelines, and policies
  - Must adhere to strict confidentiality standards related to personal health information
  - Assist with all other customer support duties as needed

#### **SUPERVISORY RESPONSIBILITIES:**

None

#### **QUALIFICATIONS:**

- Proven customer service experience
- Strong phone contact handling skills and active listening
- Familiarity with computer systems, MS Office suite, and CRM systems and practices
- Customer orientation and ability to adapt/respond to different types of situations
- Excellent communication skills
- Ability to multitask, prioritize, and manage time effectively
- High school diploma



**Benefit Eligible:** Yes

**Exemption Status:** Non-exempt

**Hours/Pay Period:** Full-time or Part-time

**Schedule Details:** Monday-Friday; Days