



JOB DESCRIPTION

Job Title: Customer Support Agent	Manager: Canary Peers GM
Status: Part-time, Casual hourly up to 10 hours a week	Revision Date: 2/2/2023
Revision Date: February 2023	FLSA: Non-Exempt
Contact: kplant@canaryhealth.com	

SUMMARY

Participant Operations Team: The goal of the Customer Support agent is to ensure participants have an exceptional experience on Canary Peers programs. In addition, the function of this position ensures that Canary Health staff and contractors who work to provide coaching/facilitation and other services within our programs are supported. The agent is at the core of Canary Health's mission to empower individuals to improve self-management and health; and it is central to company business success through ensuring participant satisfaction. The person in this role helps to support the voice of the participant, helping ensure we remain ever focused on their journey. The agent interacts broadly across the company and is at the central point where many company processes interact.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES

I. Provide User Support

- Answer support tickets that are created in Zen Desk
- Provide telephonic support to users, primarily outbound support but also potentially inbound call support
- If necessary, execute QA testing both to recreate an error and ensure error is fixed
- Follow documented procedures for handling support tickets

KNOWLEDGE, SKILLS, AND ABILITIES

- Attention to detail and continuous focus on quality and efficiency
- Strong and clear communication skills – both verbal and written
- Focus on end user participant and sensitivity to their needs and focus on their satisfaction
- Comfort using technology and learning new software systems
- Work collaboratively with team members, as well as independently and self-directed.
- Strong interpersonal skills with the ability to listen empathetically and communicate effectively

EDUCATION REQUIREMENTS

- High school graduate

PHYSICAL, MENTAL, AND ENVIRONMENTAL REQUIREMENTS

Must have the ability to work remotely, take annual HIPAA training, and participate in and pass a Veteran's Administration background check. Agent should be able to adjust to workload demand as needed.

This job description is not intended to be all-inclusive. Employee may perform other related duties as required to meet the ongoing needs of the organization. In addition, this job description, including the duties assigned hereunder, are subject to change at the discretion of the GM.