

## About the Job

Customer Success Representative (CSR) is responsible for supporting TZ Medical's cardiac monitoring clients and patients in their daily operation of our monitoring solutions to increase customer satisfaction, account retention, and quality improvement. CSR is also responsible for supporting TZ Medical's Outside Sales team in their efforts to acquire new accounts nationally.

## Responsibilities

- Answer all incoming Customer Service calls promptly and manage them effectively and efficiently
- Address questions and educate patients, clinician staff, and sales team members
- Provide specified device and/or workflow technical support
- Manage New Account Tracker and generate Net Profit Reports to send to Sales team
- Process evaluation and sample requests from Outside Sales team
- Provide appropriate credentialing documentation to Outside Sales team upon request
- Be a liaison between Admin and Outside Sales team to ensure proper work processes are followed
- Notate patient accounts for activities and disconnect
- Process patient requests for additional supplies by placing orders on their behalf
- Coordinate monthly supply replenishments for current ClearBeat customers
- Document all calls or correspondences.
- Handle Emails/VM s as assigned
- Demonstrate empathy and decrease customer tension
- Promote the value of ClearBeat remote monitoring to reduce cancellations
- Must communicate in a professional, empathetic and diplomatic manner with good voice quality, dictation, and articulation.
- Work to achieve the day-to-day Customer Service Team's quality and productivity goals
- Exhibit a high sense of urgency
- Identify, document, and escalate potential patient or practice complaints per standard operating procedures
- Communicate regularly with the Director of Cardiac Monitoring Service and provide support when necessary
- Establish, develop, and maintain business relationships with current customers and prospective customers to generate new business for ClearBeat.
- Other duties as assigned

## Required Qualifications

- High School diploma or equivalent
- One to two years of experience in a call center or customer service position preferred
- Knowledge of medical terminology preferred
- Excellent multitasking, problem solving, and organization skills
- Excellent verbal and written communication skills
- Computer skills are required, including proficiency in Windows-based applications and MS Office.
- Knowledge of multi-line telephone system
- Excellent Customer Service skills when interacting with all internal and external clients
- Bilingual is a plus
- High attention to detail
- Ability to work in a fast-paced environment

## Work Environment/Physical Requirements

- Sitting for extended periods of time will be required
- Walking, standing, bending will be occasionally required
- Employee will work under typical office conditions
- Possess the flexibility to adapt in a constantly changing environment and evolving procedures



**TZ Medical**  
Sparked by your ideas

# Customer Success Representative

## **Company Description**

TZ Medical develops products for the Electrophysiology (EP), cardiac and critical-care communities. Over the years, TZ Medical has built a solid reputation on both listening to and understanding the needs of medical professionals. The result is optimal solutions delivering quality products that improve patient care while protecting the administrator's bottom line.

TZ Medical's corporate headquarters are located in Portland, Oregon, with sales and support functions nationwide. TZ Medical is proud to be part of Premier Inc., a hospital performance improvement alliance with over 1,700 participating not-for-profit hospitals and health systems serving communities across the country.

TZ Medical products and solutions can be found in hospitals, critical-care clinics and medical offices worldwide. Our commitment to excellence with the products we manufacture and the services we provide is underlined by our commitment to the medical professionals who use them. This commitment, combined with our passion for life-saving innovation, is what makes TZ Medical. For more information, please visit: [www.tzmedical.com](http://www.tzmedical.com).

## **Benefits Summary**

We offer a competitive benefits package including health, dental, 401k, etc.