**Job Title:** Customer Success Specialist

**Employee Name:**

**TrackCore Department** Training & Implementation

**Manager:** Brent Maring/Vice President of Customer Operations

**Location of Position:** Grand Rapids, MI (will consider remote location)

**Type of Position:** Full Time

**Travel Required:** Yes Domestic U.S. travel. +/- 25% (occasional travel on Sunday – travel bonus applies)

**Company Overview:** TrackCore, Inc. is a dynamic and growing company headquartered in Downtown Grand Rapids, MI. TrackCore, Inc. began in 2006 with a vision and commitment to improve patient safety surrounding tissues and implants. TrackCore, Inc. has seen immense growth in the healthcare technology field and now serves more than 900 hospitals across the country. TrackCore has two distinct product lines which includes TrackCore Operating Room (tracking tissue and implants from the loading dock to final disposition at the hospital) as well as TrackCore SameDay a software that streamlines the automation of the bill-only process between hospitals and vendors for physician preference implants. Come join our fast paced and energetic work environment.

**Job Description:** Hybrid role with a focus on clinical software implementation and training for new customers along with post go-live customer success activities. Also serves customers by providing product and service information and resolving product and service problems through Tier I support.

**Core Responsibilities + Duties**

* Onsite training of a clinical software program for new customers (Hospitals and Surgical Centers). New customer staff/users include Operating room nurses and technicians, Materials Management, and IT/IS personnel.
* Coordination of all implementation and training details for new customers leading up to onsite training.
* Maintains customer records by updating account information in CRM software
* Tier I support of application functionality and problem solving. Customer staff/users include (but not limited to) Operating room nurses and technicians, Materials Management, and IT/IS personnel.
* Tier I support of application integrations/interfaces.
* Tier 1 and Tier 2 hardware and software support – Phone and email
  + After-hours support in a limited quantity (5pm – 8pm ET)
* Documentation/administration of support tool - FreshDesk
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
* Recommends potential products or services to management by collecting customer information and analyzing customer needs.
* Contributes to team effort by accomplishing related results as needed.

**General Day to Day Tasks:**

* Occasional Tier 1 level customer support – Phone and email
* Validating hardware for use with the software
* Works closely with project management team; some light independent project management required.
* Import data into customer sites
* Training and implementing our software solutions at customer sites and over the web

**Desired Qualifications, Certifications + Skills:**

* Clinical / Healthcare IT experience or knowledge a plus
* Experience with training customers in a dynamic work environment
* Proven and methodical problem-solving abilities
* Ability to handle Tier I software support
* Strong skills in the use of the MS Office Suite (particularly Excel)
* General technical knowledge of PCs, Peripherals and Software
* Strong presentation skills
* Strong customer service skills
* A strong focus on quality
* Solid written and verbal communication
* The ability to work independently
* The ability to multi-task

**Compensation Range:** TBD, paid in equal bi-weekly installments subject to normal deductions required by law and for any applicable benefits.

*Additional Benefits includes the following:*

* Full Medical and Dental Coverage
* Life Insurance Policy
* Long Term Disability
* 50% match of employee contribution for 401K plan up to 6% of your salary.
* Two Weeks Paid Time Off with additional day(s) accrued each year.
* Paid Holidays