

## **Implementation Support - Tampa Office**

Headquartered in Tampa, Florida, ClearGage, Inc. is a technology company providing payment processing solutions for the healthcare community, including physicians, clinics, ancillary medical service providers, out-patient facilities, third party medical billing entities, dentists and veterinarians. Our sole purpose is to satisfy the rising need for innovative payment solutions with revenue cycle technology that is efficient, patient friendly, and capable of reducing patient bad debt and days sales outstanding (DSO).

Position: Exempt Full-time  
Reports to: Michael Lemonds

Travel < 5%

### **Description**

Implementation Support is responsible for setup and configuration of web-based software for customers and data entry using various software and web-based applications to ensure timely and correct setup of customer accounts.

### **Responsibilities**

- Buildout new customer accounts using company software
- Prepare merchant processing applications by entering data in an online application
- Use SalesForce to setup new accounts and/or modify existing accounts
- Contact new customers by phone or email regarding their account
- Answer questions from customers regarding the application process and onboarding process
- Review applications and documents received from customers to verify that the information is correct
- Follow up on customer applications to ensure that they are processed in a timely way
- Other duties as may assigned

### **Desired Skills/Experience**

- 3+ years' experience in a similar position
- Excellent written and verbal communication skills
- Self-motivation and personal initiative are required for this position
- Highly organized and capable of managing multiple projects simultaneously
- Appropriately prioritize and complete job responsibilities in a timely manner;
- Ability to successfully operate in a fast paced, team environment;
- Ability to learn new information quickly
- Proven ability to effectively adapt to change and successfully set and adjust priorities as needed;
- Must be able to effectively deal with people at all levels inside and outside of the Company;
- Must be detail oriented and able to ensure that data and system entries are correctly entered

- Outstanding customer service skills and dedication to providing exceptional customer care;
- Excellent keyboarding skills;
- Must be able to efficiently and accurately enter data in software applications
- Must be experienced with Microsoft Excel, Word and other computer software
- Experienced using a computer and with web-based software
- Experience with CRM on Demand, Salesforce or an alternative CRM System is preferred
- Experience in a healthcare, medical billing or financial service environment preferred
- High School diploma or higher

### **Physical Demands**

- Extensive use of computer and keyboard and viewing of computer screen is required;
- Long periods of sitting required
- Regular use of VOIP phone system for phone calls