



Service Administrator Position Description

DATE: January 28, 2011
JOB TITLE: Service Administrator
DEPARTMENT: Help Center, Client Services
FLSA: Non-Exempt

Business Overview: PerfectServe, Inc. is a clinical communications company that provides voice, online and mobile solutions for hospitals and physician practices. PerfectServe enables clinicians to more directly connect with each other to help them better coordinate care. The company addresses the inefficiency, risk and frustration that clinicians experience as they attempt to navigate the complexities inherent in contacting physicians.

In brief, PerfectServe enables clinicians to dial one number to easily connect with the right physician in the right way. It saves physicians time because they can selectively filter and control the communications they receive according to their personal and practice workflow, and the given situation.

PerfectServe currently services over 15,500 physicians, 2,500 physician practices, and 32 hospitals across the country.

Position Overview: The Service Administrator is responsible for supporting and delighting PerfectServe's physicians, practice managers, and nurses. As part of the Help Center team, they are the first responders to support calls and responsible for timely and accurate administration of user and on-call schedule applications.

Key Responsibilities:

- First responder to support calls
- Delight physician, practice manager, and nurse users
- Accurate administration of user applications
- Timely and accurate schedule administration
- Accurate message transcription
- Basic troubleshooting and issue resolution
- Train physicians, practice managers, and nurses on how to use PerfectServe

Requirements:

- Bachelor's degree (any major)
 - Will consider candidates completing Bachelor's degree within 6 months of employment.
- Excellent customer service skills
- Strong verbal and written communication skills
- Ability to multi-task
- Organized and detailed orientated
- Ability to work a flexible schedule

Interested candidates should submit a resume along with a cover letter to perfectserve@irecruitforyou.com . Include "Job Code PS 0942" in the subject line.