

Junior Customer Support Analyst



Phone :

Web :

Job Summary

Vacancy :

Deadline : Nov 05, 2024

Published : Oct 05, 2024

Employment Status : Remote

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Thrive Health is on an important mission: to make healthcare work better for everyone. We're creating digital healthcare technology that enables more efficient, engaging care for patients, and empowers providers with the tools they need to do great work.

- Thrive Health offers a digital care coordination platform that allows you to easily and rapidly create and unify care journeys for patients, their families, and healthcare providers to improve clinical outcomes.
- The platform is designed to connect journeys, people, and data across the whole continuum of health.
- Thrive Health enables a patient's health story to follow them as they navigate care through the health system. The platform centralizes the information for the patient and also provides valuable health insights.

What does this technology look like? Here's a sneak peak:

- A first-of-its-kind interactive patient engagement tool for breast cancer survivors
- A surgical optimization care journey that enhances patients' experiences as they prepare for surgery
- A mental health and wellness journey that guides patients in self-care
- A clinical waitlist intervention tool that helps chronic pain patients get appointments with providers sooner

When you become a Thriver, you are joining a passionate team of people who are committed to creating a more equitable, accessible healthcare system. Each day, we live by our five core values - be bold, be innovative, be transparent, be inclusive, be humble - and take incremental steps to achieve this mission. We're looking for our next great Thriver, and the unique perspective you bring to make us a stronger, more diverse organization.

The Opportunity

*Hi, I'm Stefania; Manager, Professional Services at Thrive Health. We're looking for a **Junior Customer Support Analyst** to join the team and deliver exceptional technical support to customers, partners, and end users. In this role you will be responsible for understanding and addressing diverse client needs and feedback, resolving technical issues, and collaborating across teams to optimize processes and elevate the overall customer experience. Your key responsibilities include troubleshooting and issue resolution, supporting quality assurance and data-driven customer service analysis, creating support content, and contributing to initiatives that improve customer support outcomes.*

What Your Day-to-Day Will Look Like:

Technical Skill Set & Problem-Solving:

- Understand the diverse needs of our clients across different profiles and technical skill levels and troubleshoot issues with precision and efficiency
- Triage, investigate, and respond to front-line customer inquiries and internally reported issues and bugs with a meticulous approach
- Collaborate with development teams to ensure timely resolution and effective communication of issue resolutions to customers
- Follow all team's best practices and guidelines to meet internal quality standards
- Contribute to writing assigned documentation by following guidelines, and department Standards Operating Procedures
- Collaborate in Customer Support projects to deliver, and continuously improve exceptional customer experiences by collaborating with cross-functional teams to optimize processes, systems, and resources

Quality Assurance & User Experience:

- Respond constructively to customer feedback on task output and accept guidance on conversation reviews and case resolution
- Act as a proactive voice for customers, highlighting areas of improvement
- Collaborate closely with developers to identify and address potential technical issues proactively

Data-Driven Analysis:

- Embrace an analyst role by focusing on data analysis to uncover insights for process optimization and customer satisfaction
- Contribute measurement strategies to track the effectiveness of customer experience policies and procedures

Content Creation and Onboarding Initiatives:

- Develop and maintain content for both internal and external audiences, including the Support Center and Chat Bot content for our clients and Thrive's Product Wiki
- Ensure that documentation is up-to-date, accurate, and accessible to enhance customer self-service capabilities
- Create comprehensive onboarding documentation to provide ongoing support and guidance

Customer Experience Enhancement:

- Follow and contribute to established Customer Support standard operating procedures and processes
- Continuously contribute ideas and implement initiatives to address pain points and enhance customer retention and satisfaction

The Skills You Bring:

- 1 - 2 years of experience in front-line customer service, or technical support function
- Effective documentation and communication skills
- Demonstrated analytical skills with a focus on data-driven decision-making
- Ability to learn and use a variety of technical software tools
- Highly motivated, organized self-starter with excellent time management
- Detail-oriented, highly responsive, empathetic and active listener
- Proven robust problem-solving and troubleshooting capabilities
- Ability to adapt to a fast-paced and dynamic work environment
- Excellent collaboration skills
- Flexibility and willingness to adapt is a must

We prioritize supporting your health and well-being. From day one at Thrive Health, these benefits are yours:

- **Flexible working hours** - outside of core hours, you have the freedom to set your schedule
- **Extended health & wellness benefits** - comprehensive health and dental coverage, and \$1000 / year towards your well-being
- **Celebrations, on your terms** - re-allocate our company-wide break at the end of December to cultural holidays that matter to you
- **Learn, grow, and invest in your future** - \$1000 / year towards your continuing education, RRSP matching, and eligibility to participate in our stock options program
- **Community involvement** - Paid volunteer days and charitable donation matching
- **Creating your dream workspace** - \$500 / year to equip your home office with everything you need

Thrive Health is a remote-first company. We believe in letting you do your job, how and where works best for you.

Salary Information: The base salary range for this role is determined by a number of factors, including but not limited to job-related skills, experience, and relevant education or training. The base salary range for this role is \$55,000 - 60,000/year.

Even if you don't think you tick every single box above, we still encourage you to apply! Research has shown that many professionals - especially women and marginalized peoples - will only apply if they feel 100% qualified for a role. We're looking for our next great Thriver, and we don't measure Thrivers by how many boxes they tick.

Thrive Health is committed to supporting an environment free from systemic or direct racism or discrimination for all employees, and for applicants throughout the interview process. We do not and shall not discriminate on the basis of race, ethnicity, gender, gender expression, religion, sexual orientation, or marital status. We welcome applications from people with disabilities, who require unique accommodations throughout the recruitment process. Let us know how we can best support you as you get to know our team.

[Apply for this job](#)

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
