

Technical Support and Customer Service Agent

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Phone :

Web :

Job Summary

Vacancy :

Deadline : Jul 08, 2024

Published : Jun 08, 2024

Employment Status : Hybrid

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :



Job Description

Petal is a leading Canadian healthcare orchestration and billing company that revolutionizes healthcare systems to make them agile, efficient, and resilient by enabling the forecasting and shaping of world-class healthcare through Healthcare BI, advanced analytics, and informed insights.

The Xacte division offers an innovative medical billing solution, that empowers healthcare professionals, medical clinics, and billing agency partners through a distinctive synergy of expertise and technology.

Our commitment to fostering an exceptional workplace culture has earned us notable recognitions, including being listed as a **Great Place to Work** in both the technology and healthcare sectors. Join us in our mission to empower healthcare innovators and improve healthcare differently.

What you can expect when joining the team

As a Technical Support and Customer Service Agent, you'll join the team responsible for user support, ensuring an unrivalled user experience for our customers. In short, you'll become a veritable encyclopedia of knowledge for our users! You'll gain a solid understanding of our interfaces, as well as a basic knowledge of medical billing, so you can better serve our customers: physicians and their staff. This position requires a minimum presence of 2 days per week, in the office.

Your daily life

During the day, you will be led to:

- Ensure customer satisfaction by providing a high level of technical and customer support experience, both online and by phone;
- Analyze user needs, identify problems and recommend solutions;
- Collaborate with the product's technical management to provide the feedback necessary to deliver an easy-to-use, reliable and efficient product;
- Conduct case and data analysis to recommend solutions to needs expressed by users;
- Participate in the production of tutorials and web documentation;
- Produce and analyze various reports.

Job requirements

Your profile

Are you professional, versatile and committed to quality customer service? Do you enjoy managing multiple files simultaneously and working as part of a team to achieve common goals? Are you looking for a friendly working atmosphere and the chance to join a great team? *The sky is the limit!* If you have:

- 1 to 3 years of experience in a customer support role;
- A natural ease with information technologies (operating systems, browsers, web applications, etc.);
- In-depth knowledge of the Microsoft Office suite and familiarity with applications such as Sharepoint, Trello, Slack, Zendesk, Intercom and MailChimp;
- Problem-solving skills and the ability to handle several projects simultaneously;
- Excellent management of priorities and stress;
- Excellent oral and written communication skills;
- Ease in building and maintaining business relationships, and a marked ability to popularize complex issues;
- Adaptability and patience;
- An interest in learning new skills in the field;
- Basic knowledge of web technologies like HTML, CSS JavaScript, APIs etc. (an asset);
- Since you will be regularly interacting with English-speaking colleagues and clients located outside of Québec, proficiency in both English and French (spoken, written, and read) is required.

Petal's position on remote working

In our opinion, a company cannot claim to be modern, innovative and have the well-being of their team at heart, without attempting to integrate remote working to the level that their business model allows them to. Petal employees continue to benefit from the option of teleworking up to the maximum flexibility permitted by the nature of the position and the smooth running of operations.

Our benefits

- A signing bonus of \$1,000 for your remote work set-up;
- Compensation that recognizes your contribution;
- 4 to 6 weeks of paid vacation per year;
- 5 paid personal days per year;
- A group RRSP / DPSP plan with employer contribution;
- A complete group insurance plan, from day 1;
- An annual wellness allowance;
- Access to the Lumino Health™ telehealth application.

Petal is an active participant in the equal opportunity employment program, and members of the following target groups are encouraged to apply: women, people with disabilities, aboriginal peoples and visible minorities. If you are a person with a disability, assistance with the screening and selection process is available on request.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
