

Job Title:	Customer Success Analyst	Reports To:	Director of Customer Success Services
Location:	Chicago	Travel Required:	
Level/Salary Range:	DOE	Position Type:	Full Time
HR Contact:	Claudria Hurt	Date Posted:	10/8/2021
External Posting URL:			

Applications Accepted By:

Email: careers@alliancechicago.org or Fax: 312.274.0069

Subject Line: Customer Success Analyst

Job Description:

Position Overview: The Customer Success Analyst (CSA) is responsible for leveraging HIT best practices to support client optimization of HIT applications to support CHC success. The CSA will be highly proficient with athenaOne software, and other integrated vendor platforms. The CSA works directly with the CSM as an identified resource to support the customer with optimizing applications through customization, configuration, integration and workflow design.

Responsibilities may include, but are not limited to:

85% Customer Facing Implementation Focus:

Essential Duties:

- Learn working knowledge and product terminology of applications, either through direct training, exposure, and/or usage of the application.
- Obtains workflow, data and operations information through the CSM to determine the prioritized needs of the CHC.
- Supports clinical/end-user/vendor **Level I** support utilizing deep knowledge of athenaOne application features and related add-on software.
- Supports customer with product optimization needs: configuration, customization and integrations incorporating best practices of healthcare human-centered design.
- Learn and perform basic quality assurance processes, tools and scripts for testing purposes
- Documents client facing discussions and requirements, concisely noting timeline implications, scope of work, deliverables, and next steps

15% Internal Professional Development and Client Focus:

- Complete all assigned product release training and internal professional development modules
- Actively participate in team meetings, internal assignments, and mentorship opportunities
- Attend regularly scheduled meetings with Customer Support Manager and other CSS team members
- Represent AllianceChicago in the larger HIT community, including meeting engagements, national healthcare initiatives, and/or conferences
- Express the mission, vision, and values of AllianceChicago and participate in other duties as assigned

Customer Relations & Support:

- Demonstrates a high degree of customer service and relationship building abilities

- Works independently as well as part of an extended, cross-functional team
- Organized and detail oriented, values quality assurance
- Ability to organize, prioritize, set and meet expectations, manage closed loop handling of issues and tasks with appropriate escalation.
- Excellent listening, written and verbal communication skills
- Strong problem-solving, investigation, troubleshooting, and decision-making process skills.
- Ability to understand and adapt to different communication and work styles; work with individuals of diverse backgrounds and educational levels, function in a collaborative and collegial environment and generate trust and build alliances with coworkers and customers
- Ability to work with hybrid remote/in-person teams.

Knowledge, Skills, & Abilities:

- Working knowledge and product terminology of applications, either through direct training, exposure, and/or usage of the application.
- Ability to work with standard Microsoft Office XP (Word, Excel, Power Point, Project, and Outlook). Proficiency with Visio a plus
- Demonstrate and regard the AC Core Values: Learning & Innovation, Collaboration & Teamwork, Quality & Value, Communication & Transparency, Dependability & Integrity, Joy & Purpose.

Education/Training/Expertise:

- Bachelor's Degree preferred in Computer Sciences, Liberal Arts, Health Education, Information Technology, Education, Sciences or Associates Degree with equivalent experience required.
- A high degree of knowledge in athenaOne preferred
- Experience with troubleshooting and investigative processes
- Knowledgeable about HIT applications and/or familiarity with use of HIT applications in the ambulatory/outpatient setting required
- 2-4 years of experience in a role supporting use of an Electronic Health Record, ideally in an outpatient setting preferred

Working Conditions:

- General office setting, extensive telephone and desk work at computer terminal
- Frequent presentation, meeting facilitation, and group speaking situations
- May require travel up to 25% to meet the needs of AllianceChicago and for on-site optimization activities at the health centers
- May be required to lift, carry, bend, reach and stand with small parcels up to 25 lbs
- Will work as part of a close multidisciplinary team
- May be working during on-site visits in clinical environments and settings where medical equipment, chemicals, communicable diseases and certain pathogens may be present

ORGANIZATIONAL OVERVIEW:

Founded by four partner Community Health Centers in 1997, AllianceChicago's three core areas of focus are Health Care Collaboration, Health Information Technology, and Health Research & Education. AllianceChicago supports the use of HIT to improve quality, efficiency, and access to services in a national network of community Safety Net health care organizations. The mission of AllianceChicago is to improve personal, community, and public health through innovative collaboration.

ADA Statement: The Americans with Disabilities Act prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, state and local government services, public accommodations, commercial facilities, and transportation. It also mandates the establishment of TDD/telephone relay services.

EEO Statement: AllianceChicago believes that all applicants and employees are entitled to equal employment opportunities and maintains a policy of non-discrimination with respect to religion, color, sex, sexual orientation, national origin, age, veteran status, marital status, physical or mental disability, or any other legally protected class in accordance with applicable law, except where a bona fide occupational qualification exists. AllianceChicago will comply with all phases of employment including, but not limited to, hiring practices, transfers, promotions, benefits, discipline, and discharge.

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by employees assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel as qualified.