

CUSTOMER SUPPORT SPECIALIST – GREAT WORK FROM HOME OPPORTUNITY!

Bring your outstanding customer service and electronic health record software experience and be part of our team.

THE COMPANY

Rev360 is a growth-stage software and business services company that is revolutionizing the eye care industry. We deliver products and services that offer doctors the freedom to focus on their patients.

Rev360's three business units serve more than 5,000 eye care providers across all 50 states and Canada.

- Software: RevolutionEHR, our software application, is the leading cloud-based electronic health record (EHR) and practice management software platform in eye care;
- Membership: The Professional Eye Care Associates of America (PECAA) is the nation's premiere doctor alliance group;
- Practice Partnership & Management Services: Visionary Partners is an innovative partnership between Rev360 and eye care practitioners to sustain and grow independent practices.

Visit us at <https://www.rev-360.com> to learn more.

THE POSITION

Our Customer Support Specialists are critical members of our team, ensuring our RevolutionEHR customers receive the highest quality support when using the software platform. Typical responsibilities include:

- Support existing customers by answering questions via phone, email, and Live Chat
- Create training videos and other content related to your areas of expertise.
- Host one-on-one sessions with new customers to provide guidance as deemed necessary by the Implementation Team.
- Document all customer communications in our CRM program.
- Provide input to our product development team for future releases of the software.
- Assist QA team with testing of new development as needed

We seek candidates who thrive in a fast-paced, high-growth environment and can pivot quickly when needed. Candidates should have experience in most of the following areas:

- Minimum two years Clinic/In-office or in-practice experience in an eye care setting
- Experience with EMR EHR software required as technician/paraoptometric, optical assistant, office administrator, manager or optician performing duties such as
 - Patient scheduling
 - Preliminary testing
 - Optometric billing and coding
 - Dispensary
 - Optical product ordering (Frames, Lenses, contact lenses, etc.)
- HIPAA requirements knowledge, a plus
- Passionate, customer-champion with proven ability to provide remote customer support
- Ability to research answers and provide solutions quickly and independently.
- Clear and concise communication skills

For External Job Posting Use Only

- Proficiency in MS Office applications; adept knowledge of application sharing tools and environments

WORK HOURS

This position will work Pacific Time Zone hours. Monday through Friday from 8:00 am – 5:00 pm Pacific Time. Candidates can be located anywhere in the US but must be able to work west coast business hours.

THE LOCATION

We are a virtual company with most employees working from their home offices. Candidates must be based in the U.S.

WHY YOU SHOULD APPLY

Rev 360 believes that a company's greatest assets are its employees. To attract, inspire and retain top talent, Rev360's culture is based on these values:

Collaboration Wins • Grow Together • Know and Prioritize Thy Customer • Bring Energy
Root for Each Other • Think Big/Risk Smart • Push for Greatness • Move Mountains
Love Competition • Share Everything

Rev360 offers a comprehensive total rewards package including competitive compensation with base salary and bonus opportunity including; health and health reimbursement plans; dental, life and disability insurance plans; 401(k); and paid holiday and time off benefits. In addition, Rev360 offers "RevCares," a philanthropic program that enables employees to support non-profits and charities of their choice by providing a yearly monetary donation in their name.

HOW TO APPLY

Interested parties should send a resume to hr@rev-360.com

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

Rev360 provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.