

Next Level Urgent Care, LLC

Job Title: Customer Service Specialist

Department: Clinical Administration

Purpose:

The primary purpose of the Customer Service Specialist is to educate clinical and administrative staff by creating and conducting training and interactive courses to include teaching soft skills such as problem-solving, negotiation management, and stress management.

Job Duties and Responsibilities

- Develop education material and organize training sessions for new hires which may include classroom style sessions
- Develop training strategy and regular courses for ongoing training with current staff for on-the-job coaching
- Conduct on-site one-on-one training with specific individuals
- Conduct role playing activities to develop interpersonal skills such as negotiation, teamwork, and conflict management
- Identify individual and team skills gaps
- Liaise with managers and encourage on-the-job coaching including how to deal with difficult scenarios
- Coordinate mentorship programs for new staff
- Assess the impact of each educational course on the staff performance and patient satisfaction
- Maintain updated records of training curricula and material
- Maintain staff records of training sessions completed

Desired Qualifications

- Work experience as a customer service trainer or similar role in healthcare
- Experience in sales or customer service
- Familiarity with interactive learning activities
- Excellent communication and presentation skills