



## **Client Support Specialist**

At Soom, we're on a mission to harness the power and efficiency of technology to advance the quality and safety of healthcare. For everyone.

The Soom platform connects the work of many companies, government agencies, and standards organizations, bridging the gaps between siloed sources of important healthcare information. Using data curation, metadata, semantics and natural language processing to provide flexible, reusable data integration Soom supports several regulatory, operational and data insight use cases. Putting this critical information at the fingertips of users makes for healthier businesses and, most importantly, healthier patients.

We're looking for a Client Support Specialist with a relentless focus on the customer experience. In this role, you'll primarily be responsible for our client support function to uphold our growing client base, product offering, and business services. You will collaborate across our project management, product and engineering teams to enable a consistently world class customer experience. This includes overseeing the resolution process of technical issues and acting as the eyes and ears of Soom by sharing real-time customer feedback.

As a Client Support Specialist, you will be at the center of providing Soom customers and clients with a world class support experience and channeling information to help Soom continually improve our systems and processes. This position combines effective communication skills, problem solving, emerging leadership skills, and a client service approach.

Strategic thinking, innovation, analytical insight, communication, and cross-functional teamwork are essential to the success of every element of Soom's business. We take smart risks, solve important problems and adapt and iterate quickly. We are looking for someone who is passionate about this space, takes ownership of their ideas, and is ready to join a team that is made stronger through innovation and collaboration.

### **About you:**

You're someone who wants to see the impact of your work making a difference every day. Your friends describe you as extremely tenacious, thorough, and detail-oriented. You are someone with high standards who's not afraid to push us to be better by example, and who will take pride in Soom like we do.

### **Responsibilities:**

- Work with a large client as part of a services team that facilitates the use, benefit and integration of the Soom platform with client Subject Matter Experts (SMEs)
- Interface with the Data Analytics team and client SMEs to lead the remediation process and deliver ad-hoc and regular data visualization reports
- Act as a liaison to existing clients to ensure their success using Soom solutions:
  - Utilize and enhance our support ticketing system by asking customers targeted questions to triage the issue, coordinate with the customers until the technical issue is solved, properly escalate unresolved issues to appropriate internal



- Establish Service Level Agreements for the support queue and ensure that the necessary processes and policies are in place and are adhered to meet the SLAs and customer satisfaction goals
- Demonstrate excellent logic and interpersonal skills with a passion for understanding and addressing customer needs in a timely manner
- Identify key trends across customer requests and deliver feedback to the Product and Development teams for consideration in the software roadmap
- Be a subject matter expert on the products
- Curate of internal knowledge base and customer facing support content of standard answers to common questions
- Produce and update customer help/training documentation
- Participate in user training and on-site implementation where required
- Develop repeatable processes and best practices to hand-off solution approaches to teams within Soom or the client
- Produce reports regularly (weekly, monthly, annual), including dashboards
- Manage projects as assigned
- Research various data and business topics as assigned
- Perform and manage other tasks as assigned

**Required Qualifications:**

- Bachelor's degree in Business, Marketing, Information Technology or related field
- 1+ years of experience in a SaaS environment
- 3+ years in Customer Support Specialist role serving Enterprise B2B SaaS or in client-facing, problem-solving positions in fast-paced, high-tech companies
- Experience with customer support and customer success best practices
- Experience with a ticketing system (Jira Service Management)
- Experience working with software engineers and developers in order to resolve bugs or other product issues
- Possess analytical capabilities to navigate complex data sets and derive meaningful, actionable insights
- Empathetic, energetic, and passionate about solving any type of problem (performance, professional development, personal)
- Detail oriented and very organized with the ability to manage projects in addition to day-to-day management responsibilities
- Proven ability to select, implement and oversee tools/technologies
- Resilient and able to manage change effectively in a complex and ever evolving, startup environment
- Comfortable and effective when managing a high-volume workload with speed, accuracy and efficiency
- Maintain high standards, drives results, and have a bias for action in a dynamic and collaborative environment
- Able to work independently, as well as with a team
- Flexibility to very occasionally work during off-hours to meet deadlines
- Willingness to travel as needed

This role reports to the Technical Project Manager and is based out of the Boston, MA office. Soom is continuing to hire with all interviewing and on-boarding done virtually due to COVID-19. All new and



existing Soom employees will continue to work from home until it's safe to return to our offices. When our offices re-open, we will provide options to work from home or return to work in an office unless a job requirement makes it necessary for a particular role to be performed at a Soom office.

To apply please send a cover letter and resume to [careers@soom.com](mailto:careers@soom.com).