

## Customer Success Analyst

<b>Contract</b>	Permanent position
<b>Salary</b>	£30k tbc
<b>Location</b>	Bath, UK
<b>Reports to</b>	Christine Targett, Operations Director

### About the role:

RIVIAM Digital Care is seeking a dedicated Customer Support Executive to provide exceptional support to our clients. You will be the first point of contact for our customers, offering technical assistance, troubleshooting issues, and ensuring customer satisfaction.

The ideal candidate possesses strong problem-solving skills, excellent communication abilities, and a passion for delivering outstanding customer service. The role offers career progression through the organisation into business or technical roles.

### About RIVIAM Digital Care

RIVIAM is passionate about improving people's lives by providing a secure cloud platform and services for health and social care organisations to collaborate and co-ordinate care. Our technology connects with existing NHS computer systems and clinical records whilst enabling new care services. With RIVIAM, our customers can create efficiencies and deliver joined-up care using integrated information. In 2023, RIVIAM has managed over 1.5m patient referrals and sent over 3.4m emails and SMS messages on behalf of the NHS.

RIVIAM has developed a business that is based on its core workflow software as a service (SaaS) platform. Starting in primary care referral management but quickly moving into Community NHS health services, today RIVIAM provides:

1. School-aged Immunisation Digital Services
2. Referral and Triage Management for Adult & CAMHS Community Services
3. Multi-agency Referral Hubs that enable health, social care and 3<sup>rd</sup> sector to deliver better co-ordinated care for people
4. Discharge services supporting improved patient flow from hospitals.

## **Responsibilities**

1. Help customers achieve their desired outcomes using RIVIAM's services.
2. Provide comprehensive support to customers via phone, email, and live chat.
3. Troubleshoot and resolve customer issues related to our digital care platform and services.
4. Accurately document and track customer interactions and resolutions in our CRM system.
5. Escalate complex issues to higher-level support as needed.
6. Contribute to the development and improvement of our customer support processes.
7. Maintain a high level of product knowledge and stay updated on system enhancements.
8. Take part in product testing, with a strong attention to detail for product testing to ensure quality standards.
9. Participate in ongoing training and development to enhance skills.

## **Qualifications**

1. Must have degree level qualification or equivalent.

## **Desired experience**

1. This role would suit someone who has had limited work experience but is a strong communicator and problem solver.
2. Previous experience in a customer support role, preferably in the healthcare or technology industry, is desirable.

## **Desired skills**

1. Strong technical aptitude and ability to troubleshoot technical issues and problem solve.
2. Excellent verbal and written communication skills.
3. Strong interpersonal communication skills.
4. Ability to work independently and as part of a team.
5. Proficiency in relevant customer support software and tools.
6. Ability to handle multiple tasks and prioritise effectively.
7. Experience with healthcare IT systems and terminology.
8. Knowledge of remote support tools and technologies.
9. Familiarity with CRM software desirable (e.g., Salesforce, Zendesk).