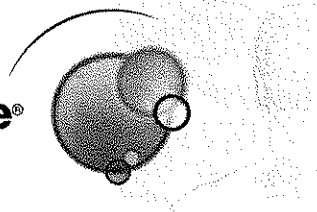


perfectserve®



Employee Position Description

DATE: July 2013
JOB TITLE: Specialist
DEPARTMENT: Client Services
REPORTS TO: Help Center Director | Client Services
FLSA: Non-Exempt

Business Overview:

PerfectServe enables more accurate, reliable and secure clinical communications. Its cloud-based applications and HIPAA-compliant platform help hospitals and health systems improve operating efficiencies and the quality of care. More than 30,000 physicians in 10,000 practices and more than 60 hospitals and systems nationwide rely on PerfectServe to help clinicians across the care continuum communicate with each other more easily. PerfectServe clients include forward-thinking organizations such as Advocate Health Care, MemorialCare, WellStar, St. Joseph Health System, Hoag and Orlando Health. Headquartered in Knoxville, Tenn., PerfectServe was founded in 2000.

Position Overview:

PerfectServe's Specialists are responsible for supporting and delighting PerfectServe clients. As part of the Help Center team, a Specialist will respond to incoming client communications to train our clients and troubleshoot their issues. Additionally, Specialists intelligently apply the PerfectServe platform to optimize complex clinical workflows.

This position requires the ability to prioritize and manage several tasks simultaneously, in a fast-paced environment.

Specialists are required to work at least one weekend day and some holidays. There is additional compensation for holidays worked. Specialist must also be flexible to work first and second shifts.

Key Responsibilities:

- Consistently exceed client expectations
- Field incoming client communications via phone and email
- Train clients to manage their applications via PerfectServe web, phone and mobile interfaces

- Apply an expert understanding of PerfectServe's technology to meet the communication workflow needs of our clients
- Troubleshoot problems to determine root causes and implement solutions
- Address clients' complaints to provide best possible solution
- Implement all solutions with the highest level of quality to ensure safe, efficient, and effective clinical communications

Success Factors:

- Excellent written and verbal communication skills
- Excellent analytical and process improvement skills
- Excellent critical thinking skills
- Strong attention to detail
- Exceptional customer service
- Ability to work in a fast-paced environment and adapt to change
- Strong work ethic

Essential Qualifications:

- Associate's degree or 1-2+ years PerfectServe experience with strong manager recommendation

Beneficial Qualification:

- Bachelor's degree
- Experience as a PerfectServe Service Administrator
- Experience with healthcare technology
- Experience in a process improvement role
- Experience in a contact center or professional services environment

Environment, Physical & Other Requirements

- Must be able to read various documents and operate office equipment
- Must have acute hearing ability
- Must have the ability to perform repetitive hand motions
- Must be able to sit for extended periods, position is primarily sedentary

May stretch or stand at workstation for short periods at employee's option, as long as such activity does not detract from the employee's work, or interfere with other employees.

All positions in our Client Services department require interaction with people and technology while either standing or sitting. In order to best service our customers on the phone or the computer, all employees must be able to communicate with or without reasonable accommodation. PerfectServe is an equal opportunity employer and is committed to compliance with its obligations under all applicable state and federal laws prohibiting employment discrimination. In keeping with this commitment, it attempts to reasonably

accommodate applicants and employees in accordance with the requirements of the disability discrimination laws. It also invites individuals with disabilities to participate in a good faith, interactive process to identify reasonable accommodations that can be made without imposing an undue hardship.

This position description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee.

PerfectServe, Inc. is an Equal Opportunity Employer -----M/F/D/V.