



## Employee Position Description

DATE: July 2013  
 JOB TITLE: Text Agent  
 DEPARTMENT: Client Services  
 REPORTS TO: Manager, Service Administrator | Client Services  
 FLSA: Non-Exempt

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### 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 Text Agents are responsible for supporting and delighting PerfectServe clients. As part of the Help Center team, a Text Agent will quickly and accurately transcribe clinical messages from patient and clinician callers.

*Because PerfectServe supports clinicians 24/7/365, PerfectServe offers flexible schedules. Text Agents may be required to work some weekends and/or holidays. There is additional compensation for holidays worked. Additionally, employees must be available to work a minimum of ten hours per week.*

### Key Responsibilities:

- Field calls from physicians, nurses, healthcare facilities, and patients
- Accurate message transcription
- Provide a fast and pleasant caller experience

**Success Factors:**

- Excellent written and verbal communication skills
- Excellent data entry and typing skills. Qualified candidates must be able to type at least 55-60 words per minute
- Strong attention to detail
- Takes pride in consistently exceeding customer expectations
- Ability to work in a fast-paced environment and adapt to change
- Strong work ethic

**Essential Qualifications:**

- High school diploma or equivalent required

**Beneficial Qualifications:**

- Working knowledge of medical and prescription terminology

**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.*