

# Customer Support Specialist

## Summary of Position:

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The role of the Customer Support Specialist is to act as a personalized account manager and support expert. This includes handling inbound and outbound client calls, resolving issues, training clients, acting as a liaison between client base and product development, and participating in other general customer support duties and responsibilities.

## Duties & Responsibilities:

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The job duties of this position require appropriate time-management and performance of the following duties:

- ❖ Schedule, install and update the ChiroTouch software
- ❖ Act as a dedicated primary Account Manager to a select group of clients. This includes acting as their primary contact and advocate, and shepherding them through the go-live, install, and update processes.
- ❖ Assist, train, and provide knowledgeable solutions to our valued customers while maintaining a friendly and professional demeanor.
- ❖ Answer phones and return calls and e-mails in a timely manner.
- ❖ Manage multiple inbound and outbound phone communications. This position requires strong verbal communication skills. 85-90% of candidate's time will be spent on the phone assisting customers.
- ❖ Manage, support, and troubleshoot all ChiroTouch services
- ❖ Create custom forms for clients
- ❖ Maintain a thorough understanding of every feature of the ChiroTouch software, including new developments
- ❖ Train new users and support existing users through a remote connection
- ❖ Collaborate with trainers and support staff



## **Reporting:**

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This position will report directly to Laurence Pepler (Customer Support Manager).

## **Location and Hours of work:**

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This position will be working primarily within the San Diego office. This will be considered a full time position with hours of work equal to approximately 40 hours/week, separated into 8 hour shifts falling within the hours of 6:00 AM and 6:00 PM Monday through Friday (exact times subject to change based on support schedules). The initial start time for this position is 8:00 AM.

## **Education or Special Skills:**

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Strong technical and computer skills and experience  
Strong interpersonal and troubleshooting skills

Please send resume to [HireMe@mychirotouch.com](mailto:HireMe@mychirotouch.com)

