

Job Title: Community Operations Support Specialist

Reports To: Community Operations Manager

Job Type: Full-Time, Non-Exempt

Location: Rochester, NY

Remote/Hybrid Work Options Available.

Email resumes to: careers@grrhio.org

As the trusted data steward for secure health information exchange, Rochester RHIO is one of the most respected, trusted and successful health information exchanges in the United States. Rochester RHIO serves 14 counties in the greater Finger Lakes Region and 1.5 million residents. At Rochester RHIO, we love connecting with talented people who get excited about making a difference in patient care with health data.

Rochester RHIO requires all employees to comply with the company's COVID-19 vaccination policy upon hire. Please include 2-3 job references with your resume.

Job Summary: Responsible for the day-to-day support of RRHIO users. Acts as operations support to RRHIO Regional Account Managers, in addition to Tier One support for RRHIO Call Center, including, but not limited to, user password resets, basic RRHIO service application processing, CRM data management, customer communications, and triaging service tickets. Participates in team organizational activities and events in addition to project work also required by performing the following duties.

Duties and Responsibilities include the following. Other duties may be assigned.

1. Serve as a primary representation and support to customers through Support Center, including data entry, clean-up projects, incoming emails, calls, cases (queue), and faxes (fax queue).
2. Work with customers to address issues through troubleshooting or triaging customer issues for appropriate research. Process applications, create customer accounts, and work on projects with great attention to detail.
3. Understand the total needs of the customer. Educate providers on Rochester RHIO services, policies and procedures.
4. Maintain a clear sense of vision and direction. Follow issues to complete resolution.

5. Manage sensitive information with a high degree of integrity and confidentiality. Apply regulatory and accreditation standards/protocols.
6. Demonstrate a certain level of proficiency while managing time and other operational duties.
7. Demonstrate an appropriate level of tact and diplomacy when dealing with others to create effective relationships both internally and externally necessary to facilitate issue resolution.
8. Demonstrate superior active listening skills with internal staff and patience required to gather all necessary information to ensure that relevant facts are considered before decisions are made.
9. Identify and separate customer issues and tasks by importance by quickly separating and prioritizing critical issues from those of less importance.
10. Demonstrate flexibility in behavior and personal convenience to meet workload requirements and department needs. Shares knowledge and expertise with peers and internal staff in order to meet team and company goals.

Education/Experience

Associate's degree (A. A. / A. S.) or equivalent from two-year College or technical school; or two years related experience and/or training; or equivalent combination of education and experience.

Required Skills

- Oral and written communication skills
- Knowledge of medical terminology
- Flexibility
- Advanced computer skills
- Detail oriented
- Professionalism
- Effective time management
- Exemplary customer service & interpersonal relations skills
- HIPAA Compliance

ROCHESTER RHIO



Regional Health Information Organization

More About the Company: Health information exchange services allow a medical care team to share records across institutions and practices, making patient information available wherever and whenever needed to provide the best care. Patients benefit from fewer repeated tests, easier second opinions, and a reduced risk of mistakes caused by poor handwriting or incomplete records, and more informed care during office visits and emergencies. Rochester RHIO is a Qualified Entity of the Statewide Health Information Network of New York (SHIN-NY), and was founded in 2006. You can learn more at <https://rochesterrhio.org>.

Rochester RHIO is an equal opportunity employer, and we celebrate diversity at our organization.