

Job Title: Solutions Support Specialist & PRC Admin Support

Department: PRC

Report to: PRC Leader

Desired Outcomes:

- ▼ Increase productivity of internal team members
- ▼ Exceptional communication, coordination, and service among internal team members and external partners
- ▼ Achieving goal for accuracy, timeliness, responsiveness and attitude in support measures defined in Duties and Responsibilities

Duties and Responsibilities:

- ▼ Develop relationships with Solutions Specialist and clients to maximize productivity
- ▼ Proactively coordinate and assist with support functions including scheduling and calendaring meetings, conference calls and site visits
- ▼ Coordinate and distribute materials to clients by appropriate timelines and/or contract requirements
- ▼ Maintain database (CRM) of clients' contact information, including name, position, hospital, address and phone numbers
- ▼ Maintain deployment tracker and client databases with up-to-date information
- ▼ Provide assistance with site visit preparation & follow up
- ▼ Maintain a follow-up system for active projects
- ▼ Assistance with pulling, aggregating & updating partner measurement information
- ▼ Researching, booking and confirming travel arrangements (air, lodging, ground travel)
- ▼ Distribution of E-Rounding e-mails to partner contacts
- ▼ Successful uploading of information to Partner Websites
- ▼ Assistance in Operational Review Preparation
- ▼ Other duties as assigned

Knowledge, Skills and Abilities:

- ▼ Minimum of an Associate's degree or equivalent combination of education and experience
- ▼ Ability to provide exceptional customer service to internal and external customers
- ▼ Ability to work on multiple projects and multiple priorities simultaneously with a high degree of accuracy and efficiency
- ▼ Ability to read and write the English language with proficiency
- ▼ Attention to detail and follow-through
- ▼ An advanced knowledge and application of software programs, including Microsoft Word, Excel, PowerPoint
- ▼ Ability to interact with senior executives from partner organizations and other individuals in a manner that maintains professionalism and confidentiality
- ▼ Advanced knowledge of Microsoft Word, Excel and PowerPoint
- ▼ Ability to pay close attention to detail

Physical Requirements:

- ▼ While performing the duties of this job, the employee is regularly required to use hands, and is required to talk and hear.
- ▼ The employee is frequently required to stand, sit, and walk.
- ▼ The employee may occasionally be required to reach with hands and arms.
- ▼ Specific vision abilities required by this job include close vision, peripheral vision, and ability to adjust focus.
- ▼ Ability to sit, type, and view a computer screen up to 8 hours at a time
- ▼ Ability to use telephone / headset for up to 8 hours at a time

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Job Location: Gulf Breeze, FL

Full-time: Salary range: \$25,000 - \$30,000 plus 10% incentive potential