



## **SERVICE EXCELLENCE ANALYST**

Premier Health Care Services, a regional leader in Emergency Medicine Physician Services & Emergency Department Management, is committed to providing quality care to patients, superior service to customers and promoting high ethical standards in the way we conduct our daily activities. We have an immediate need for a Customer Service Analyst to join our team of professionals and serve our customers.

This position reports to the Director of Patient Satisfaction and Quality and is responsible for facility analysis to improve success in the area of customer service.

### **DUTIES & RESPONSIBILITIES:**

- Monitors sites, collects metrics, and pinpoints trends on a monthly basis
- Recognizes current or potential customer service “hot spots” and communicates accordingly to the Director of Patient Satisfaction and Quality
- Determines best course of action to increase customer service and applies appropriate resources to address issues
- Prepares site action plans to maximize key performance areas (KPAs)
- Monitors KPA action plans to ensure success
- Assists in updating online customer service program and recommends ideas to increase efficiency
- Creates and submits regular reports as specified by the Director of Patient Satisfaction and Quality
- Coordinates/prepares site specific materials, meetings and educational meetings
- Develops and conducts training programs, as required
- Performs other duties as assigned

### **PRIOR RELATED WORK EXPERIENCE:**

- Experience with business analysis, trends, and forecasting
- Strong relationship development skills
- Experience developing training programs
- Ability to multitask and handle competing priorities
- Must be a self starter and self motivated, driven to reach established goals
- Demonstrated ability to meet deadlines and achieve results
- Experience using StuderGroup, Disney (or similar) customer service models highly desirable
- Strong customer service experience in a healthcare environment required, preferably in an  
Emergency Department

### **EDUCATION/TRAINING:**

- Bachelor’s degree in Business, Hospital Administration, or related degree including at least 5 years of related experience in a healthcare setting; or equivalent combination of education and experience.

In exchange for your skills and expertise, Premier offers a highly competitive salary and benefits package, as well as a friendly, professional working environment. Premier Health Care Services is proud to be an Equal Opportunity Employer. For confidential consideration, please reference job code PHCS-CSA-INT--0072 and forward your resume, salary requirements and cover letter to:

Kim Stone  
humanresources@phcsday.com

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