



**JOB TITLE: Indexing Support Specialist**

**COMPANY: eHealth Global Technologies, Inc. d/b/a eHealth Technologies**

**Company Description:**

Founded in 2006, eHealth Technologies is the industry-leading provider of clinically informed referral services. We serve more than half of the nation's top 100 hospitals, including 16 of the top 20 *U.S. News & World Report* Honor Roll Hospitals for 2016-2017, and leading health information exchanges (HIEs) across the United States. The company's eHealth Connect® solution enhances patient and physician satisfaction by streamlining referrals and intelligently aggregating patients' clinical records. This ensures that physicians have the right healthcare information to care for their patients, right when they need it. As a critical adjunct to HIEs, eHealth Connect® Image Exchange enables the automated access to all types of medical images in the context of the aggregated patient record, in full diagnostic quality, and supports the ability of providers to meet Meaningful Use Stage 2 requirements. For more information, visit [www.eHealthTechnologies.com](http://www.eHealthTechnologies.com). Connect with us [@eHealthtec](#), [Facebook](#) and [LinkedIn](#).

**Position Description:**

The Indexing Customer Support Specialist provides excellence in managing indexed reports as requested by customer accounts and plays a key role in the accomplishment of eHealth Technologies business objectives by supporting the regional Operations teams.

The person chosen for this opportunity will be experienced working in a dynamic, fast paced, technological, team-oriented work environment that is guided by and upholds company core values.

**Primary Responsibilities:**

1. Responsible accurate delivering of requested indexed reports in a timely manner with exceptional quality.
2. Understands each customer's indexing delivery requirements and establishes robust workflows that ensure timely delivery and exceptional quality.
3. Ensures strict adherence to established business processes, policies and regulations.

4. Creates a positive working environment
5. Various additional duties as determined necessary.

**Knowledge and Skill Requirements:**

1. High School or GED required. AAS degree in related field preferred.
2. Working knowledge of HIPAA regulations and medical terminology.
3. Demonstrated excellence in communication (written and verbal) with internal customers and all levels of management.
4. Detail oriented and exhibits an urgency to achieve results.
5. Strong leadership and organizational skills and the ability to handle multiple tasks.
6. Results-driven, action-oriented, and self-motivated mindset.
7. Must be experienced and comfortable working in a fast-paced entrepreneurial environment and able to deal well with change and ambiguity.
8. Proficiency in all aspects of PC utilization including MS office.
9. Ability to complete tasks accurately and within strict time constraints.
10. Ability to simultaneously manage several projects.

**Key Relationships:**

1. Directly Supervised by: Indexing Team Leader.
2. Interacts regularly with eHealth Technologies staff, customers, vendors, and community businesses.

**Essential Functions:**

1. Physical Requirements: Extended periods of time typing, data entry, walking, sitting, read, writing. Lifting up to 20 lbs.
2. Mental Requirements include: General, Visual, Numerical Intelligence and Analytical Skills.

Work requires willingness to occasionally work a flexible schedule.

*eHealth Global Technologies, Inc. is an Equal Opportunity Employer*