

Censis Technologies, Inc.
830 Crescent Centre Drive
Suite 610
Franklin, TN 37067

615-468-8000
888-877-3010 toll-free
615-468-8003 fax
www.censis.com

Job Title

Service Delivery Analyst

Employment Status

Exempt

Reports to

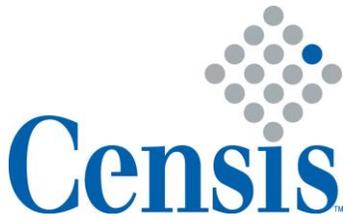
The Service Delivery Analyst reports to the Sr. Client Manager

Position Summary

The Service Delivery Analyst is responsible for supporting the Client Services team with the objective of providing white glove service to Censis client facilities and systems as well as growing client's utilization and subscription footprint. This position requires extreme attention to detail, time management, organization and excellent written and verbal communication skills.

Specific Responsibilities

- Develop and maintain an in depth understanding of the CensiTrac platform
- Develop working knowledge of 3rd party systems and hardware (OR Scheduler, Sterilizers, Biologic Indicators, Scanners) and operation processes.
- Follow Standard-Operating-Procedures specific to Client Services in an effort to enhance client and employer loyalty
- Establish and maintain relationships with clients and internal colleagues, acting as a subject matter expert.
- Partner with Client Managers to anticipate the needs and expectations of clients and play a lead role in planning sessions.
- Apply systems and business knowledge and proactively propose solutions for perceived risks, process deficiencies, or system opportunities.
- Utilize technology to identify and isolate issues, analyze data, uncover root causes, and automate solutions.
- Ensure client requests and concerns are addressed in a timely manner, and with the highest quality service. Support the resolution from start to finish, including root cause analysis and effective communication to the client.
- Manage client expectations and raise appropriate concerns to Client Managers by always maintaining a 'Client First' attitude.
- Develop and produce routine and non-routine operational reports utilizing the CensiTrac system and Excel.
- Ensure issue management/resolution process is working successfully by adhering to minimum resolution turnaround requirements.



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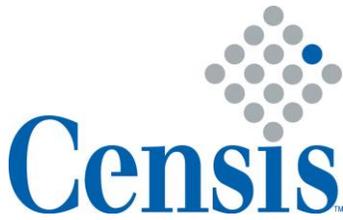
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- Support all Client Services teams to ensure servicing initiatives are delivered timely and accurately and allow for overall program growth and profitability.
 - Work with internal team members to identify opportunities to build efficiencies within Client Services.
 - Perform all other duties as assigned
 - Develop and deliver CensiTrac training solutions to clients

Skills

The Service Delivery Analyst must be a passionate, energetic, self-driven leader with a “hands-on” approach and “can-do” attitude. He/ she will be an excellent communicator with telephone etiquette and possess strong interpersonal and listening skills. The ideal candidate will be highly analytical, data-driven, decisive, organized, disciplined, collaborative, strategic, practical, creative, and innovative. Strong problem solving skills and the ability to multi-task are a must.

Qualifications:

- Solid interpersonal skills and client service orientation
- Commitment to quality and continuous improvement.
- Strong sense of urgency, ownership and accountability to drive tasks through completion.
- Ability to work in a fast paced, non-linear environment.
- Ability to maintain a positive attitude and be flexible with competing priorities.
- Excellent time management skills.
- Creative problem solver and ability to execute solutions.
- Strong research skills, excellent organizational skills, accuracy and attention to detail.
- Strong analytical and problem solving skills.
- Ability to work independently, as well as part of a team.
- Excellent written and verbal communication skills needed to work effectively with internal and external customers.
- Willingness and ability to take on new challenges and acquire new skills.
- Proficient in MS Office Suite with intermediate skills in Excel.
- Prior experience with CensiTrac, SPD and OR operations will be a plus.
- Available outside of regular business hours as needed.
- Prior experience with OR and/SPD will be a plus.
- Prior call-center or customer service experience helpful.
- Business Analysis experience a plus



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- Available outside of regular business hours as needed.
 - Experience with software and application support

Education:

- BS/BA or equivalent work experience required.

About Censis Technologies

Censis Technologies based in Franklin, Tenn., is the industry leader in surgical instrument and asset management software. Censis offers multiple solutions, including CensiTrac, which is a highly advanced, web-based software system focused on maximizing OR throughput and regulatory compliance. Censis Technologies' software is deployed in hundreds of hospitals in the United States, Canada, and Australia.

To apply, please email careers@censis.com attaching your resume and placing the job title in the subject line.