mobileStorm Role Scorecard

Position: Client Solutions Specialist - Healthcare

Hiring Manager: Gary Holderby – COO

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Role Scorecard

Functional Role:	**Client Solutions Specialist - Healthcare**
Date scorecard updated:	**May 2014**
This role reports to:	**Gary Holderby, COO**
Mission of Company:	mobileStorm's goal is to create the most intelligent communication platform on the planet. We provide a cloud-based mobile communication platform that helps organizations reach consumers in multiple ways. By combining technology and expertise we enhance our customer's communication relevancy. Relevant communication is the fuel that helps drive an organization's goals, whether it's driving revenue or reducing costs.
Purpose of the role:	mobileStorm is looking for an all-star Client Solution Specialist with a desire to work with best-of-breed clientele in a fun, fast-paced and challenging environment. This rockstar will provide direct assistance to our Client Services Team focusing on an impressive list of Fortune 500 Healthcare companies. We need a smart, roll-up your sleeves and "anything to get the job done" thinker who is looking to make an immediate impact and grow within our company. Working directly with our Account Management team, you will provide all levels of client support and account stewardship.

Role Accountability and Performance Requirements: (review every quarter)

Key Duties:	❖ Provide daily support and training when needed to help clarify new and existing implementations of mobileStorm products and services ❖ Maintain and communicate an expert level of knowledge of all mobileStorm products and services with ability to understand and demonstrate client use ❖ Maintain and support client communication when Sr Account Managers are not available (business travel, meetings, etc.) ❖ Make ongoing recommendations for improvement to both client relationship and project performance to identify new product and service offerings ❖ Work closely with product team to ensure enhancement and bug requests are handled appropriately ❖ Assist account management team in creation of presentation materials such as PowerPoint, Excel, MS Word documents ❖ Provide ad-hoc reports for account management team and clients as requested ❖ Execute day to day task on behalf of clients and account management team ❖ Assist clients in creating, scheduling, and reporting on campaigns ❖ Maintain client confidentiality and compliance with HIPAA Policies and Procedures

mobileStorm

Company Core Values:

Maintain Integrity at all Costs – Integrity is how we've stayed in business and why we'll continue. No matter what the situation, always do the right thing.

Make Decisions – We believe decisions should be made by those closest to the issue or those most affected by it. Top down management is old school; make decisions on your own, but ask the advice of others before executing it.

Practice Transparency – Share all kinds of information, often. A transparent organization is a trustworthy one.

Be Successful – Success comes from hitting your goals on a consistent basis. Have a plan for "how" you'll hit your goals and evaluate often; that way you always know where you stand.

Remember to Laugh – If it's truly the best medicine, then we're abusing our prescription. Laughter is your fuel to get through the good times and the bad.

No Surprises – No one likes to be surprised, so communicate effectively and "get people ready." These are the keys to running an effective organization.

Provide Customers with a Legendary Experience – Happiness, honesty, company support, empathy, and solutions are the core principles of what we like to call "Legendary Customer Service." Give your customers an experience that will become a thing of legend.

Work Hard, and Have Lots of Fun – We believe that fun cannot be had without work, and work cannot be done without fun. Make sure you always balance the two, or you won't be able to live up to the other core values.

ABL (Always Be Learning) – Smart people can add value in any situation. The more you educate yourself, the more valuable you will be to everyone around you.

Don't Just Create . . . Innovate – A unique offering provides a competitive edge. Make sure you always spend a portion of your time thinking about how mobileStorm can set the standard.

Know the Facts – Good data helps you make the right decisions. Know before you decide.

![mobileStorm logo]

| Key Performance Indicators:

* There may be some additional KPIs created and agreed to before offer is made |

KPI #1				KPI #2	
TBD	Ranges			TBD	Ranges
🟢 Going great				🟢 Going great	
🟡 Slipping				🟡 Slipping	
🔴 Failing				🔴 Failing	
KPI #3				KPI #4	
TBD	Ranges			TBD	Ranges
🟢 Going great				🟢 Going great	
🟡 Slipping				🟡 Slipping	
🔴 Failing				🔴 Failing	

Recruiting Requirements:

Behavioral Competencies:
(not in order)

1	Customer Focus	2	Attention to Detail
3	Independence	4	Organized
5	Follow thru	6	Independence
7	Communication skills	8	Ability to Prioritize
9	Team Work	10	Technical Aptitude

Qualifications:

- Prior experience in project and/or account management preferably within a digital marketing or software company
- Proficient in MS Office Products (Excel, WORD, PowerPoint, etc.)
- Proficiency in Salesforce.com or other CRM software
- Experience in email mobile, and social media preferred
- Experience in healthcare preferred

Skills / Abilities / Talents:

- Extreme patience, ability to listen, a sense of humor and a controlled tenacity for delivering results for the customer is a must.
- Strong analytical skills to uncover and understand client needs and areas for improvement
- STRONG attention to detail
- STRONG ability to communicate effectively
- Ability to learn quickly and work independently
- Passionate about delivery legendary customer service and a 1+ attitude
- Ability to understand software product development processes and experience in feeding product requirements to developers.
- Strong analytical skill set to decipher client needs and room for improvement.