

# IMPLEMENTATION COORDINATOR

## @ HEALTH ENHANCEMENT SYSTEMS

Health Enhancement Systems, Inc. is the world leader in workplace wellness campaigns. Our products are designed to introduce healthy, positive change into the lives of participants... hundreds of thousands... each day. We're looking for an implementation coordinator to join our team and work with us to continuously create more engaging products that support people in their journey to better health.

### WHAT YOU'LL DO



**CUSTOMER SERVICE**



**PRODUCT TRAINING**



**ONLINE SUPPORT**



**CLIENT RELATIONSHIPS**



**PROGRAM IMPLEMENTATION**



**QUALITY ASSURANCE**

### KNOWLEDGE

- Proficient in computer (PC or Mac) and Internet use
- Experienced with Microsoft products — Word, Excel, PowerPoint, Outlook, Internet Explorer
- Broad understanding and familiarity with Internet capabilities — interactivity, transactions, email, account management tools, etc.

### WHERE WE WORK

Health Enhancement Systems headquarters is in Midland MI, with a satellite in NC. Our recently remodeled office space gives us all ample working areas and a full kitchen.



### SKILLS

- Excellent written and verbal communication
- Attention to detail — documentation and follow-up
- Exceptional organizational ability
- Troubleshooting — relentless pursuit of problems and resolution
- Timely responses in all communications
- Fast learner.

### BENEFITS

- Generous paid vacation
- Simple IRA plan
- HSA contribution
- \$200 smart phone credit + \$30/month for data
- Monthly wellness benefit for personal health/wellness products or programs
- Reimbursement for eligible health insurance plans.

### ATTITUDE

- Customer service mindset — will do whatever is necessary to take care of clients efficiently, accurately, and with professionalism, even if the client is in error
- Helping nature — desire to assist clients and colleagues whenever necessary to contribute to the overall value and growth of Health Enhancement Systems
- Ability to bounce back immediately from a difficult day or a difficult call and maintain a positive, supportive demeanor
- Self-starter — must be able to understand overall goals/direction but not require close supervision
- Confident personality — without being pushy or aggressive
- Team player — can be relied on to complete tasks and work well with others
- Flexible and responsive — can shift focus quickly with changing priorities
- Calm — handles multiple priorities while staying relaxed.

**INTERESTED?**



PLEASE SEND YOUR:

**COVER LETTER + RESUME**

TO KRISTEN FERNANDES: KRISTENF@HESONLINE.COM