

The PROFILE of a Patient Services Associate



Personality Traits

Service minded

- Customer focused
- Patient focused
- Service oriented
- Solution oriented/resourceful
- Innovative

Empathetic

- Authentic
- Genuine
- High emotional intelligence

Curious

- Insightful
- Great listener

Highly organized

- Detail-oriented
- Self-motivated
- Autonomous
- Entrepreneurial

Personable

- Outgoing/extrovert
- Great communicator (oral, written, presentation)
- Charismatic
- Quickly builds relationships
- Team player
- Collaborator

Educational Background

- College or University Degree Preferred
- Equivalent Experience

Previous Experience

- Customer Service
- Retail Sales
- Allied HCP (e.g., Nurse)
- Customer Support
- Hospitality Sector
- Medical Office Administrator

How the PSA are supported



Profile

- Personality traits
- Previous experience
- Educational background



Recruitment

- Assessments
- “Amazing Race”



Bonus Compensation

- Non-comparable to sales



Training

- Unique Training and continuous honing of customer service skills



Technology

- Reporting
- CRM



Performance Management

- 1:1
- EDGE Training
- Ride along
- Shadowing senior reps
- Semi-annual and annual reviews
- Development plans



HR

- Great Place to Work
- DEI
- Career pathing
- Development
- Culture
- Tools
- Employee support program