

# Patient Support Associate

- Position Summary:** Mirixa Corporation, a growing healthcare technology company, is seeking Support Associates to add to our Program Operations team.
- We are currently in need of candidates who are available to work full-time or part-time from 11:30 am to 8:00 pm Monday through Friday, as well as one Saturday shift (10:00 am to 6:00 pm) per month.
- Education:** Minimum of 2 years' post-secondary school, Associate's or Bachelor's degree preferred.
- Experience:** Minimum of 2 years' experience in a scheduler/receptionist role; or a combination of experience and education.
- Responsibilities:**
- Make outbound telephone calls to patients that have been qualified to receive patient care services as part of Mirixa's contracted health care sponsor programs
  - Inform patients of available services
  - Schedule patient appointments with an MTM Specialist
  - Handle incoming patient or prescriber calls
  - Support internal activities with case flow management
- Skills:**
- Superior customer service skills
  - Excellent verbal and written communication skills
  - Strong attention to detail and organizational skills
  - Ability to work well under pressure, function effectively in a team based environment, and multitask
  - Basic understanding of web technology
  - Proficiency with Internet and online chat
  - Demonstrated ability to effectively manage multi-line phones

Mirixa is an equal opportunity employer.  
Applicants should be cleared to work in the U.S.  
Relocation is not available at this time.