



Client Representative

ReportingMD

JOB TITLE: Client Representative

REPORTS TO: VP of Client Services

SUPERVISION EXERCISED: None

GENERAL SUMMARY OF DUTIES:

Duties will be primarily in support of clients and project coordination. The Client Representative will support application/module development including, but not limited to: analysis, supporting documentation, testing and validations for ReportingMD products in support of our clients. The Client Representative will support medium and small sales and function independently to demo products and coordinate elements of the sales process with perspective clients and sales team.

SUMMARY OF DUTIES RESPONSIBILITIES: (This list may not include all of the duties assigned).

- Support clients with understanding program requirements and ReportingMD applications.
- Develop customer relationships.
- Document and collect functional specifications for analytical reporting with clients and internal tools.
- Modify and test XML files for data submission along with simple data migration and conversions from/to numerous and simple data sources
- Work on sales leads and support client sales and implementations.
- Work with analytic and reporting staff in support of report design specifications, report data logic, documentation and report testing.
- Maintains professional and technical knowledge by attending educational workshops, courses, conferences and reviewing professional publications.
- Perform other job duties as assigned.
- Maintain compliance with all company policies and procedures.



MINIMUM JOB REQUIREMENTS AND QUALIFICATIONS:

This is an entry level position. 4 year degree from accredited college or university; directly related to computer science technology and/or healthcare with an emphasis on healthcare technology, medical reporting and financial reporting (or exceptional hands-on experience) is preferred.

Individual must be extremely organized, have the ability to multitask and prioritize, communicate well within all levels of the organization, and be proficient in the customer skills defined above, with an understanding of physician practice management systems and electronic medical record applications.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Excellent verbal and written communication skills, including ability to effectively communicate with internal and external clients.
- Excellent computer proficiency (MS Office – Word, Excel and Outlook).
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude.
- Outstanding interpersonal skills.
- Ability to apply strong customer focus in support of healthcare applications.
- Ability to provide exceptional customer support in an efficient, scalable, and maintainable manner.
- Flexible, fast-paced, think-on-your feet mindset with a sharply focused analytical eye for detail, pragmatism and elegance.

TYPICAL PHYSICAL DEMANDS: Requires prolonged sitting, some bending, stooping and stretching. Requires eye – hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator and other office equipment. Requires normal range of hearing and eye sight to record, prepare and communicate appropriate reports. Lifting of equipment not to exceed 20 pounds.

WORKING CONDITIONS AND PHYSICAL EFFORT:

- Work is normally performed in the office work environment, although some virtual work is permissible.
- Very limited physical effort required.

**Please contact jobs@ReportingMD.com. No phone calls will be accepted.
Professionals seeking employment only please.**