



MED2020 Health Care Software Inc. is looking to fill the position of **Client Services Specialist (Location - Ottawa)**.

As part of the Client Services team, the Client Services Specialist actively receives and responds to requests for application support, either by email or by telephone. He/she acts as a second level support to Client Services Representatives. Following established procedures and using internal call tracking tools and resources, client problems/queries are thoroughly investigated. Open communication with the client is maintained until problem resolution. The Client Services Specialist specializes in MED2020 product functionality and delivers training in both MED2020-developed applications and Crystal Reports. In-person or on-line product demonstrations will occasionally be required.

Education:

- Canadian Health Information Management (CHIM) Certification

Technical and business skills:

- Several years experience working in a health information management position, along with a demonstrated knowledge of health information management functions and work flow
- Working knowledge of CIHI abstracting, data submission requirements and grouping methodologies
- Expertise in health data analysis using reporting tools such as Crystal Reports
- Expertise in Microsoft Office Suite applications
- Working knowledge of networks and remote connections
- Understanding of current Privacy Legislation
- Ability and willingness to travel to client sites and health record industry events (< 25%)
- Working knowledge of the MED2020 suite of products – an asset
- Other assets: Crystal Reports certification, Citrix, SQL Reporting Services, Microsoft CRM

Soft skills:

- Strong communication and presentation skills
- Strong problem solving skills
- Above-average organizational skills and ability to adapt quickly to a fluctuating workload
- Ability to work both independently and within a team
- Ability to maintain positive interpersonal relationships with other team members
- Pleasant and helpful telephone manner
- Respect for confidentiality and privacy of personal health information
- Bilingualism (English/French) - an asset

Summary of Essential Job Functions:

- Deliver support services to our clients based on approved Client Service Standards
- Document client issue and resolution in designated call and ticket tracking applications
- Keep up to date on all enhancements and changes to products
- Deliver MED2020 product training (including Crystal Reports) in-house or at client sites
- Occasional attendance at industry-related events/conferences to provide product demonstrations and/or attend sessions
- Contribute to client documentation development and updates.
- Participate in special projects and teams as assigned.
- Participate in product testing as required

Submit your resume to Ruth Barrett (Human Resources) ruth@med2020.ca with "CSS Application" in the email subject line. Resumes must be received by March 9th, 2010.

Please note that only those who meet the specified criteria will be contacted for an interview.

This job posting is intended as a guide to reflect principal functions of the job. However, it is not an all-inclusive listing of the required job functions. Further, the job description is subject to change at the discretion of management.