11/2/2015 MedInformatix, Inc

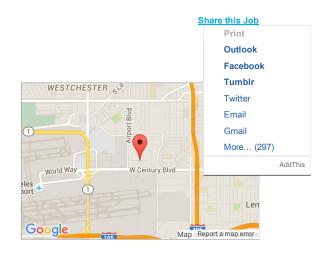


Careers

Client Relations Representative

MedInformatix

Posted	October 23, 2015
Employment Type	Full-time
Compensation	Depends upon Skills and Experience
Company	MedInformatix
Location	5777 W. Century Blvd., Suite 1700 Los Angeles, CA 90045



JOB DESCRIPTION

The Client Relations Representative is responsible for building, maintaining, and enhancing relationships between MedInformatix and clients. He or she contacts clients and end-users on a regular basis through phone calls and emails; informs and educates MedInformatix clients regarding new development, modules, versions, and releases; and acts as a liaison between clients and the internal Support department to ensure timely service response.

The ideal candidate has at least two years of customer service experience. Candidates must have a pleasant and courteous personality, strong phone and computer skills, and excellent communication and interpersonal skills.

RESPONSIBILITIES

- Helps the Sales department by providing reference sites and letters
- Identifies and sells additional software and services needed by the customers
- Coordinates with internal departments on billing, implementation, and delivery for additional sales
- Identifies problem accounts and issues and works to prevent customer loss
- Maintains accurate and complete documentation in the MedInformatix client database
- Helps other Client Relations Representatives and accounts as needed
- Helps with and participates in trade shows, conferences, and user group meetings as needed
- Travels to client locations as needed
- Provides management with weekly and monthly reports
- Performs other duties as assigned

QUALIFICATIONS

- Associate's degree required; Bachelor's degree preferred
- Two years of customer service experience required
- Excellent customer service skills required
- Good communication and interpersonal skills to interact professionally with vendors, co-workers, and others
- Good writing skills to compose general business correspondence
- Basic business math skills required
- Well-organized, detail-oriented and able to complete tasks with minimal supervision, acting pro-actively and independently
- Strong planning and coordination skills
- Able to exercise common sense and discretion when handling delicate client/company dynamic
- Strong problem solving skills

- Strong personal computer literacy is required, including proficiency in Word, Excel, PowerPoint, the internet, and other appropriate software
- Able to operate a variety of office machines, including copier and fax machine

BENEFITS

- Vacation
- Paid Sick Time
- Floating Holidays
- Medical Insurance
- Dental Insurance
- Vision Insurance
- Life Insurance
- AD&D Insurance
- Long-term Disability Insurance
- 401(k) Savings Plan with Employer Matching Contribution
- Voluntary Additional Benefits
- Educational Assistance
- Public Transit Reimbursement

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