



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

[Share this Job](#)
[Print](#)
[Outlook](#)
[Facebook](#)
[Tumblr](#)
[Twitter](#)
[Email](#)
[Gmail](#)
[More... \(297\)](#)
[AddThis](#)


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

Apply
