



JOB DESCRIPTION

Job Title: Trainer
Job Family: Training
Reports To: Corporate Training Manager
FLSA Status: Exempt
Effective Date: Currently open for multiple positions
Prepared By: Human Resources

General Purpose: To manage the initial training of eClinicalWorks application software, support and follow up for new clients to achieve successful implementation and continued optimal use of our software the following duties may be required:

Essential Duties and Responsibilities: include the following. Other duties may be assigned.

- Deliver training programs to clients either in a group classroom setting, online, or on a one-to-one basis. These sessions may have to be run in a manner which allows individuals within a group of students to work at their own pace. 75%
- Develop training curriculums and agendas, handouts, and manuals to continue effectiveness of training. 75%
- Prepare the learning environment and resources, including setting up IT equipment and projectors. 75%
- Keep up to date with relevant systems and software revisions/releases, and a yearly re-certification. 25%
- Implement and train application software at client site. This is accomplished by educating the client within their current workflow and specialty. Client includes front office, back office, providers, doctors and billing personnel.
- Evaluate the effectiveness of the training and course outcomes and adjust curriculums accordingly.
- Gather training documentation and track hours, along with other administrative tasks.
- Serve as point of contact between customer, account executives and Project Management staff during implementation and training phases.
- Prepare training materials, handouts, training binders and subject knowledge in advance of the project
- Complete reports in company databases on each project and knowledge base
- Participate in internal and vendor sponsored training programs to become a subject matter expert
- Assist software support team in managing projects and customer support
- Report back to manager on the status of a project while onsite and complete the post training and implementation evaluation.
- Continually review and master new upgrade and updates of the software to ensure proficiency.
- Design course materials and other documents such as handouts, manuals and exercises

Accountability:

- Demonstrates a commitment to the Company Mission.
- Develops and maintains respect and harmony with all Employees and Management.
- Develops and maintains excellent working relationships with employees, prospective customers and vendors.
- Exercises initiative in organizing and completing assigned tasks according to established guidelines.

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Qualification:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- A good understanding of PC and web based applications
- Ability to prioritize and organize effectively
- Ability to meet challenging deadlines
- Frequent travel within the working day required and courses in excess of a day are likely to require absence from home overnight.
- Flexible and able to juggle multiple tasks within a growing company
- Must have strong communication skills.

Education and/or Experience/Licenses and/or Certificates:

- At least 1 year of related experience
- Certified eClinicalworks EMR/PM Training Certificate
- Bachelor's degree (B.A.) from a four-year college or university is preferred but not required

Communication Skills:

- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence
- Ability to respond effectively to the most sensitive inquiries or complaints.

Mathematical Skills:

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions and percentages

Reasoning Ability:

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills:

- Proficiency in using computers and software.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to stand, bend, sit and use manual dexterity to type.
- Finger dexterity
- Talk and hear
- Close vision (clear vision at 20 inches or less)

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- Distance vision (clear vision at 20 feet or more)
- Color vision (ability to identify & distinguish colors)
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is exposed to moderate noise distractions.
- Some travel required