



## JOB DESCRIPTION

**Job Title:** EHR Software Trainer  
**Job Family:** Training  
**Reports To:** Training Manager  
**FLSA Status:** Exempt  
**Effective Date:** July 2016  
**Location:** Atlanta, GA & Irvine, CA  
**Prepared By:** Human Resources

**General Purpose:** To assist and support Project Managers and all team members in the successful implementation of eClinicalWorks electronic health record software. Position includes providing onsite and remote training, training materials, support and follow up for clients to achieve successful implementation and continued optimal use of our software's functions and features. 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.
  - Client includes front office, back office, providers and billing personnel.
- Develop training curriculums and agendas, handouts, and manuals to continue effectiveness of training. Prepare the learning environment and resources, including setting up IT equipment and projectors.
- Keep up to date with relevant systems and software revisions/releases, and a yearly re-certification.
- Evaluate the effectiveness of 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.
- Assist in training related support questions

**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.

**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 2-years of related experience working in a medical office
  - MA, administrator, billing staff
- 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.

**Computer Skills:**

- Proficiency in using computers and software.