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POSITION DESCRIPTION

POSITION:	Client Service Consultant
REPORTS TO:	Manager, Client Service Issue Date: July 27, 2009

PRIMARY RESPONSIBILITIES:

1. Act as the primary liaison between Medgate and clients. Validate that assigned clients are satisfied with all Medgate provided software and services. Take appropriate corrective actions and/or make recommendations to Medgate management when they do not.
2. Lead business process review sessions for clients who are large, global, or who have complex business processes (applies to Senior Client Service Consultant) providing thought leadership in industrial hygiene and medical implementations.
3. Provide best practice recommendations to clients on how to implement Medgate software. Establish, in conjunction with the client, a plan for management of the project implementation including intervention where timeline milestones are being delayed or missed.
4. Consult with clients on the configuration of Medgate software to meet business requirements; Make recommendations to clients on how to align business practices to standard Medgate software functionality.
5. Define and document client user requirements in the form of Change Requests (Change Control Documentation) when applicable. Validate changes in software and ensure that software changes meet client expectations and requirements.
6. Develop and conduct standard & customized training sessions for end-users and train-the-trainer programs.
7. Assist (if necessary) in pre-sales support, including onsite product demonstration and Occupational and Environmental Health and Safety trade shows
8. Provide application enhancement suggestions to Product Management for the core product.

EDUCATION:

A graduate of a university program in occupational health & safety, industrial hygiene, business administration or computer science or a related program with equivalent work experience. Industry experience in the field of occupational health, safety, or industrial hygiene highly recommended. Experience with the Medgate software is desired.

EXPERIENCE:

Must have strong supervisory, negotiating, delegation, and organizational skills

Must have a comprehensive knowledge of system development life cycles and project management methodologies.

Must have an ability to work independently as well as with a team.

Must possess strong time management skills.

Must have excellent interpersonal and communications skills.

Must possess an ability to mentor team members, and resolve conflicts.

Must be able to understand and communicate the role of technology in the delivery of solutions.

Must be able to travel.