



TEXAS
MEDICAL
SYSTEMS

Position Title	Customer Training Specialist (CTS)
Position Industry	Information Technology
Position Location (City)	Austin / San Antonio
State	Texas
ON or OFF Site?	Flexible

DESCRIPTION & REQUIREMENTS

Job Description

Do you have medical billing experience and a strong passion for training? Do you desire to work in a team environment with people who share in common goals? If you enjoy these things, along with technology and healthcare, Texas Medical Systems has an opportunity for you. As a Customer Training and Support Specialist you will provide custom tailored training onsite, by phone, and via web to Texas Medical Systems clients, primarily in the DFW Metroplex.

Duties

- Implement and test application software at client sites
- Assist the Software Support team in managing projects and assisting with service issues
- Provide follow-up support and technical assistance to clients
- Assist in the development of our curriculum and creation of educational support materials
- Serve as the point of contact between customer and account executive and implementation staff during implementation and training phases

Job Requirements

- Excellent communication skills-both written and verbal
- A strong work ethic and solid organizational skills
- An understanding of PC and web-based applications is helpful
- Knowledge of medical billing, collections, coding, insurance verification and regulatory requirements is a plus
- Must be self motivated and able to manage a variety of customer relationship in various environments
- Must be flexible, patient, think quick on your feet, and be willing to travel periodically

Additional Desirable Qualifications

Positive, upbeat attitude and ability to push for workable solutions to customer concerns

Required Employment Authorization	Type of Position
U.S. Citizen	Full-time
Required Experience	Required Travel
2 Years	Day trips
Required Education	Required Education Major
None	NA