



Job Description: athenaOne Implementation Consultant

JOB SUMMARY

Implementation Consultants are responsible for providing project management and consultative services to Quatris Healthco customers during the implementation process of athenaNet. Implementation consultants actively work with internal and external resources and customers to coordinate the successful implementation and optimization of athenaNet and related products and services to meet customer needs.

STANDARDS OF PERFORMANCE

Represent approved Quatris Healthco products in an ethical, professional, and enthusiastic manner to prospects, customers, company staff, business partners, consultants and associates, and any other organization or entity to which you come in contact.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Expert Consulting & Training Responsibilities

- Actively consult with Quatris Healthco customers throughout the implementation process, matching customer needs to software functionality to deliver the best results for the customer.
- Use internal systems to provide client status updates and document other important problems, issues, or concerns.
- Use technical knowledge and critical thinking skills, working cooperatively with team members to resolve customer problems and issues.
- Train customers in various settings (web, office, classroom) to become self-sufficient in the use of athenaOne and related products and services.
- Train customers to perform basic troubleshooting to identify and resolve problems within athenaNet and related products and their environment.

Project Management Responsibilities

- Manage customer implementation and add-on projects as assigned.
- Utilize internal and external resources for service or problem solving, especially in circumstances where a servicing event is unfamiliar.
- Escalate complex issues to immediate supervisor to resolve customer issues within a reasonable period of time.

Product Knowledge & Educational Maintenance

- Gain and maintain strong knowledge of Microsoft Operating Systems, internet and internet browsers, workstation and printer configurations, networking concepts, software installation procedures, and remote access protocols.
- Gain and maintain knowledge of the athenaNet software and other products as they relate to Quatris Healthco customers.
- Maintain knowledge of governmental programs affecting clinic financial reimbursement and frame consulting engagements to meet governmental requirements.

- Actively participate in the Quatris Healthco customer educational events including live and recorded webinars and user conferences.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provide ongoing support to encourage a collaborative teamwork environment.
- Other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES NEEDED TO PERFORM THIS ROLE

- Bachelor's degree, preferably in business, healthcare administration, nursing, or medical technology.
- Knowledge of athenaNet and athenaOne as an end-user, consultant, or implementation specialist.
- Minimum of 2 or more years of medical office experience and understanding, including clinical and/or business functions and workflows or equivalent experience.
- Excellent communication skills (written and verbal) and interpersonal skills needed to ask applicable questions to solve problems, uncover customer needs in the implementation process, and maintain detailed tracking of customer engagements.
- Strong analytical and problem-solving skills.
- Demonstrate commitment to customer satisfaction.
- Must be detail and results-oriented, resourceful, able to multi-task, and work under pressure to manage customer priorities and meet deadlines.
- Strong project management skills, NetSuite experience preferred.
- Must have an active driver's license and driving record accepted by the Company's Auto Insurance underwriting requirements.

CAPABILITY REQUIREMENTS (PHYSICAL, MENTAL, SENSORY, AND ENVIRONMENTAL)

The following capabilities are required to perform the essential functions of this position. Reasonable accommodations that do not create an undue burden on the company are available to address the following requirements.

While performing the duties of this job, the employee is regularly required to sit for long periods of time at a desk or while traveling; use hands to finger, handle, or feel objects, tools, or controls on computers; reach with hands and arms and talk or hear in meetings and on the telephone or on the computer in an office or variable setting.

- Specific vision abilities required by this job include close vision and the ability to adjust focus while working on a computer.
- Employee must be able to lift and carry up to 20 lbs., which may include computer and/or standard office equipment on occasion.
- Ability to travel up to 80% of the time, which may include travel via car, train, airline, overnight hotel.