

Job Title: Implementation Consultant
Department: Operations
Revision Date: 11/28/2018

Company Overview

Clearwave Corporation is a rapidly-growing healthcare software company based in Dunwoody, Georgia. We improve the patient experience by making the check-in process fast, simple, and seamless. We allow patients to check in on their mobile devices or via registration kiosks. We eliminate paperwork, automate eligibility verification, reduce check-in times by 70%, and increase cash collections by over 50%. We value excellent customer service, honesty, respect, flexibility and cooperation. Our team works diligently to deliver results and provide fresh solutions to solve customer pain points.

Position Overview

The Implementation Consultant is a key member of the Implementation team. In this role, you will work directly with customers, partners, and internal team members to manage the installation of our software. You'll be responsible for setting customers up for success and ensuring their needs are met. The person in this role must be highly collaborative, disciplined, and have a strong sense of duty. The position requires attention to detail, strong time management, and account/project management to partner with customers and internal teams for success.

We are a team of smart, savvy people who like to work hard. We enjoy what we do and the people we work with. The Implementation team works directly with hospitals and physician practices to implement Clearwave's self-service registration solution. We play a critical role by working alongside our customers to understand their business processes, challenges, and objectives to successfully deliver value.

Responsibilities and Duties:

- Manage customer implementations from transacted stage through transition to Support.
- Interact with customers and define their current registration and eligibility verification processes.
- Map customer's current business processes to the Clearwave solution.
- Define, develop, and document business requirements to ensure customer needs are captured and delivered on.
- Build productive customer relationships and take responsibility for customer satisfaction.
- Work independently to complete tasks on time and collaborate with others as part of a team.
- Maintain project deliverables and documentation that can be recreated and leveraged as intellectual capital.
- Assist with internal company initiatives.

Knowledge, Skills, and Abilities:

Required:

- Bachelor's degree.
- Customer oriented approach to solving problems and providing hands on support.
- Process orientation that demonstrates ability to analyze, design, and build complex processes.
- Exceptional communication, organizational, and time management skills.
- Demonstrate resourcefulness, motivation, and initiative.

Preferred:

- Healthcare experience.
- Client service experience.
- Hands-on experience with software implementations.
- Familiarity with Javascript.

Position Details & Benefits

- Full-time, salaried position
- Health Benefits offered (medical, vision, life and disability insurance)
- 401(k) with Company match
- Bonus opportunity
- Flexible work schedule with one day per week Remote
- Paid Personal Time Off (including six holidays per year)

Interested in joining a dynamic team? Should you feel your qualifications and background are a match, please email your most current resume and cover letter to: jobs@clearwaveinc.com

Learn more about Clearwave Corporation here: www.clearwaveinc.com

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, protected veteran status, or any other characteristic protected by law.

NOTE: This job description is not intended to be all-inclusive. Clearwave Corporation is a dynamic, growing software company. Employees will perform other related duties as assigned to meet the ongoing needs of the organization.