



## Position Description: Client Trainer

### COMPANY OVERVIEW

Glenwood Systems LLC is a privately held software development company headquartered in Waterbury CT. Glenwood provides Physician Enterprise Solutions to the ambulatory healthcare segment. We focus on Clinical Documentation and Revenue Cycle Management; utilizing software, process and service to improve practice workflow efficiencies and revenue capture.

Glenwood is expanding our mid-west office to include a Client Trainer. We are seeking an highly organized, energetic and dynamic candidate with a great personality, strong communication skills and strong computer skills to fill this new position. The best candidate must have a thirst for knowledge, the desire and capability to share their knowledge and ability to travel throughout the Midwest interacting with our physician clients. This is an entry level position so as long as you have good computer and communication skills we can train you.

### *Job Overview*

The Client Trainer will be a part of the dynamic training team at Glenwood Systems. The Client Trainer will teach new physician clients and their staff how to maximize the use of Glace Software and process in their medical practice. As the training point person in the Mid-West you will report to the Mid-West Regional Manager, improve product utilization and ensure client satisfaction with our products and company.

### *Responsibilities:*

As the Client Trainer, you will master Glenwood's products, including: GlaceEMR, GlaceEMR + Practice Management, GlaceComplete and GlacePremium billing. Applying your product knowledge, organizational and teaching skills you will assist Glenwood clients in learning Glenwood's electronic medical record and practice management software applications. You will be challenged to develop and refine our training process and deliver ongoing customer training to an expanding customer base in the mid-west. The proven abilities to work effectively in a team environment and perform assignments successfully are required.

Upon successful completion of Glenwood's training program you will be required to:

- Master the concepts of and train new clients to use GlaceEMR
- Master the concepts of and train new clients to use GlaceEMR + Practice Management
- Master the concepts of and train new clients to use GlaceComplete
- Master the concepts of and train new clients to use GlacePremium billing
- Assist with the updating and technical development of Glenwood training materials
- Assist with the continued development of Glenwood instructional modules
- Help edit and maintain current training materials

This position is based out of our Centerville OH office and may require up to 70% travel.

### *Requirements:*

- Bachelors degree
- High Energy and Strong People Skills
- Strong verbal and written communications skills are required
- Strong Computer Skills including
  - Familiarity with LiveMeeting, WebEx, etc.
  - Strong Working Knowledge – MS Office Suite
- Strong Organizational Skills
- Physician Practice office experience a plus
- Technical training experience a plus
- Up to 50% overnight travel

**Salary Range :** \$30,000 - \$40,000 annual based on experience