

Customer Care Implementation Specialist

AMTELCO is a leading provider of call handling and messaging software for the healthcare, answering service, and call center industries. The Customer Care Implementation Specialist, based in Madison, WI, works directly with new and existing customers, composes site-specific documents, and creates reference documents and movies for AMTELCO's Customer Support website. Implementation Specialists work closely with the Project Management Team, the Field Service Engineering Team, and the Software Engineering Team, and interact with customers onsite, and via phone and e-mail.

Full time position – reports to the Customer Care Team Leader

Essential Duties and Responsibilities:

- Work independently, and with the Implementation Team to:
 - Learn new software and develop best practices for rollout to customers
 - Design ways to enhance software implementation for customers
- Develop reference materials on current and new software
- Apply Adult Learning theory to educate customers on programming features and operational use of software for new installations and software upgrades
- Work with Sales Department to determine customer's needs, requirements and expectations
- Document project training sessions
- Provide the Project Management Team with project updates and concerns, completing project steps in a timely manner
- Troubleshoot issues with the Field Service Engineering Team and Software Engineering Team
- Upgrade software and perform limited technical assistance when needed
- Advocate for streamlined programming enhancements and future software development
- Attend weekly implementation and software meetings
- Become an expert in specific areas of software
- Present at conferences in Madison, with the possibility of other nation-wide locations

Qualifications:

- Bachelor's degree preferred; Associate's degree required with business and/or teaching experience
- Experience in answering service or hospital environments preferred
- Solid Microsoft Office Suite skills, specifically Excel and Access



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- Familiarity with Camtasia preferred
- Strong problem-solving skills, attention to detail, and multi-tasking skills
- Reliable with a professional attitude and good communication skills
- Ability to travel throughout North America up to 33% time required

To apply:

Submit a cover letter and resume to Employment@Amtelco.com.