



JOB TITLE:
REPORTS TO:

CLIENT IMPLEMENTATION SPECIALIST
DIRECTOR OF OPERATIONS

ABOUT WORKWELL:

WorkWell partners with employers to prevent and treat musculoskeletal injuries through scalable programs integrating prevention, early intervention, ergonomics, testing, and treatment. We help reduce injuries, lower costs, improve productivity, and build healthier, safer workplaces—turning employee well-being into a measurable strategic advantage.

SUMMARY OF POSITION:

The primary role of a WorkWell Client Implementation Specialist is to travel to a customer's workplace and analyze the minimum functional and physical requirements of each unique job role. Through the analysis, this position is responsible for developing a final product in form of functional job descriptions, post offer employment tests, ergonomic risk assessments and return to work exams.

This position is also responsible for assisting with current customer projects that may include but not limited to in-person and/or virtual revalidations of existing WorkWell documentation. The Client Implementation Specialist is also available to help with pre-sale scope of work consultation as well as existing client scope of work opportunities.

A WorkWell Client Implementation Specialist is often the first face of WorkWell. The position requires a client friendly attitude and ability to represent WorkWell's core values. This position requires the ability to support strategies intended to prevent worker injuries and improve the safety culture of WorkWell's customers.

DUTIES AND RESPONSIBILITIES:

- Development of Functional Job Descriptions, Post-Offer Employment Tests, ergonomics, risk assessments, employee wellness, and other strategies utilizing WorkWell methodology.
- Extensive travel - typically 50% of the time or more - is required while visiting client locations throughout North America. Meet with key customer stakeholders while onsite.
- Work closely with WorkWell's Project Management team to help implement and develop projects.
- Participate in weekly organization and planning calls, sales calls, and other meetings as needed.
- Provide support for WorkWell's provider clients as needed.

SUPERVISORY RESPONSIBILITIES:

None

QUALIFICATIONS:

- Graduate of an accredited Physical, ATC, or Occupational Therapy program.
- Must hold and maintain current professional licensure.
- At least 5 years of experience in occupational health; knowledge of functional evaluation, job analysis, post-offer screens, etc.



- Previous experience in developing/implementing onsite therapy programs, protocols and processes at large facilities.
- Prior experience in WorkWell programs is a plus.
- Must be willing to undergo the WorkWell advanced training.
- *Ability to travel 3-6 days at a time. This may involve traveling consecutive weeks depending on business demands.*

REQUIRED SKILLS:

- Exceptional organization and time-management skills. Must have the ability to deliver within stated timelines.
- Strong clinical skills such as documentation, research, and program development.
- Effective oral and written communication skills.
- Problem Solving and creativity: must be able to adapt to changes in client needs and desires.
- Understanding of continuous improvement concepts.
- Strong technical skills – familiarity and comfort with basic personal computing skills and programs.
- Team oriented.
- Ability to develop, implement, and complete assigned projects in a timely manner.

WORKER CHARACTERISTICS:

- Strong communication skills with the ability to build positive relationships by phone and in person
- Detail-oriented, organized, dependable, and timely
- Positive, patient, courteous, and professional demeanor
- Collaborative team player who is cooperative, helpful, and adaptable to change
- Strong problem-solving skills with the ability to work independently in a virtual environment
- Self-motivated with the ability to maintain confidentiality
- Professional appearance and presentation

Location: Remote

Benefit Eligible: Yes Exemption Status: Exempt Hours/Pay Period: Full-time

Schedule Details: Monday - Friday; Days

Compensation Detail: Salaried - Education, experience, and tenure may be considered.