

JOB TITLE: CLIENT IMPLEMENTATION SPECIALIST

SUMMARY OF POSITION:

The primary role of a WorkWell Client Implementation Specialist is to travel to a customer's workplace to 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 many times 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:

1. Development of Functional Job Descriptions, Post-Offer Employment Tests, ergonomics, risk assessments, employee wellness, and other strategies utilizing WorkWell methodology.
2. *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. Workdays during project development may be up to 10-14 hours long.*
3. Work closely with WorkWell's Project Management team to help implement and develop projects.
4. Manage locations as assigned and provide clinical account management where WorkWell onsite services are utilized.
5. Become familiar with metrics for program auditing and quality assurance.
6. Utilize WorkWell management software program for tracking and quality assurance.
7. Participate in weekly organization and planning calls, sales calls, and other meetings as needed.

QUALIFICATIONS:

1. Graduate of an accredited Physical or Occupational Therapy program.
2. Must hold and maintain current professional licensure to practice physical or occupational therapy.
3. At least 5 years of experience in occupational health; knowledge of functional evaluation, job analysis, post-offer screens, etc.
4. Previous experience in developing/implementing onsite therapy programs, protocols and processes at large facilities.

5. Prior experience in WorkWell programs is a plus.
6. Must be willing to undergo the WorkWell advanced training and mentorship program.
7. *Ability to travel 3-6 days at a time. This may involve traveling consecutive weeks depending on business demands.*

SKILLS REQUIRED:

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