



**Uniform Data System**  
for Medical Rehabilitation

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*The Functional Assessment Specialists*

## **Client Support Specialist**

full time, non-exempt

**Join the team of Inpatient Medical Rehabilitation Experts!**

Are you eager to learn, intrigued by new ideas and technology, challenged by problems and able to identify solutions, a great communicator and relationship developer? Come join UDSMR, the most trusted source of clinical, analytical and regulatory guidance for medical rehabilitation hospitals and post-acute care providers.

The primary responsibility of the **Client Support Specialist** is to develop and maintain excellent customer relationships through engaged dialogue, customer support and proactive account management. The Client Support Specialist will provide detailed, knowledgeable information on our products, services and software solutions in support of/or in response to customer needs. The ideal candidate will demonstrate critical thinking and the ability to match customer needs with UDSMR's services.

A successful candidate has a keen ability to assess customer activity and conduct conversations that elevate customer knowledge of subscription deliverables, industry information and opportunities that promote the customer's outcomes, compliance and success. Technical ability with an eagerness to learn and stay current on multiple software programs is essential. An understanding of healthcare delivery systems and hospital information systems is highly beneficial to candidate success. The position, at a leading healthcare vendor is a unique opportunity to work with provider organizations across the country.

UDSMR, a national leader in medical rehabilitation outcomes, is a respected data management, outcomes development and analytics company and is a recipient of Top Places to Work awards. You will be working alongside highly respected and knowledgeable customer support experts, technology staff, clinicians, analysts and rehabilitation healthcare professionals.

Knowledge and skills: Bachelor of Health Services Management, Allied Health Service, or related area. One year customer service experience. Technical ability in the use of client management systems, databases, and aptitude to learn new software systems. Knowledge of healthcare delivery systems and hospital information systems. Healthcare experience is a plus. Customer services skills including phone and electronic communication experience is a must.

Our diverse team of highly motivated leaders, innovators, and healthcare experts are the secret to our 30 years of success. If you are a professional who collaborates with their team to deliver the best and most comprehensive solutions for quality healthcare outcomes then apply today!

*UDSMR is an Equal Opportunity Employer /Affirmative Action Employer  
Minority, Female, Sexual Orientation, Gender Identity, Disability, Veteran*