



Uniform Data System
for Medical Rehabilitation

270 Northpointe Parkway, Suite 300, Amherst, New York 14228
tel: 716-817-7800 • fax: 716-568-0037

The Functional Assessment Specialists

Client Support Specialist

full time, hourly

Join the team of Inpatient Medical Rehabilitation Experts!

There are a lot of jobs in health care but rarely can you primarily impact the inpatient rehabilitation units and facilities in patient care and outcomes!

Come join UDSMR the team of experts that provides healthcare facilities the clinical and technical expertise that enables them to adhere to the complex regulations for care and payment. Our software systems used by Inpatient Rehabilitation Facilities (IRF) and post-acute care are based on a uniform metric that provides the basis for benchmarking and comparison of healthcare outcomes. This enables healthcare providers to document and improve the outcomes, processes and perceptions of care.

As the **Client Support Specialist** you will be a member of the sales and client service team and will be responsible for providing excellent support to our subscribers on the products and services provided by UDSMR. By providing critical analysis of their account relating to their data and rehabilitation unit/facility, as well as the services and products provided by UDSMR you can assist them in improving their quality and outcomes. We are seeking the candidate who has a proven record for critical thinking and the ability to proactively identify needs, products and solutions.

The ideal candidate has a highly developed ability to review each subscribers account, usage of various services and components, and engage in dialogue that enables a full understanding of their facility and needs. Technical ability with an eagerness to not only learn about a software program but how and when to use it will be highly beneficial to success for the candidate and our subscribers. An understanding of healthcare delivery systems and hospital information systems is highly beneficial to success in this position.

UDSMR is recognized as the industry expert in Inpatient Rehabilitation. You will be working with our customer support experts, technology staff, analysts and rehabilitation healthcare professionals that are knowledgeable in all aspects of the IRF. Self driven – learners who are energized by keeping abreast of the medical rehabilitation healthcare field and technology solutions will thrive in our company.

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*

If you are interested or would like more details for submitting your résumé, please contact **Judith Fischler** at jfischler@udsmr.org.