



## Employee Position Description

DATE: April 1, 2012  
JOB TITLE: Hospital Implementation Consultant  
DEPARTMENT: Client Services  
REPORTS TO: Director, Implementation | Client Services  
FLSA: Exempt

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**Business Overview:** PerfectServe is an intelligent clinical communications system that routes calls and messages to the right doctor, at the right time, while giving physicians complete control over how they are contacted.

Hospitals that use PerfectServe improve the coordination of care and tighten physician alignment. This reduces risk and increases nursing time at the bedside. They also improve physician satisfaction which increases revenue.

By giving clinicians a more efficient and reliable way to connect with each other, PerfectServe provides practical solutions for minimizing communication breakdowns, which the Joint Commission has identified as the single greatest contributing factor to sentinel events and delays in care in U.S. hospitals.

Based on Knoxville, Tenn., PerfectServe processes more than 30 million clinical communication interactions each year involving more than 20,000 physicians.

**Position Overview:** PerfectServe's Hospital Implementation Consultant is expected to support (and eventually lead) all aspects of a hospital implementation. They must be able to effectively drive process change in a large hospital organization. They must be able to collaborate and influence hospital leadership, physicians, nurses, and other healthcare professions, via written and spoken communications, to apply PerfectServe's technology in ways that deliver the best possible outcome for them. (Travel: 50 to 75%)

### Success Factors:

- Have excellent project management and change management skills. Ability to manage the client relationship and all aspects of the project throughout a full implementation cycle.
- Have excellent analytical and process improvement skills. Ability to guide a hospital through business process analysis, solution design, and implementation of process changes.
- Have excellent written and spoken communication skills. Ability to influence hospital leadership via written and spoken communications.
- Be able to interact and influence hospital, physician, and nursing leadership as well as physicians, front-line nurses and unit secretaries.
- Have excellent critical thinking skills. An ability to address technical and process issues in high-pressure situations.
- Takes pride in consistently exceeding customer expectations.

- Ability to manage an internal project team of consultants.
- Ability to deliver high levels of customer service (over the phone and onsite.)
- Motivated to advance career and company.
- Ability to adapt to change.
- Strong work ethic.

**Key Responsibilities:**

- Analyze business processes to formulate written and spoken process improvement communications.
- Work with hospitals, physicians and physician offices to understand their communication requirements and apply PerfectServe's technology in ways that deliver the best possible outcome for them.
- Work with physicians to understand their workflow rules and contact preferences.
- Configure communication applications to best meet the needs of the physicians.
- Train nurses, unit secretaries, physicians, and practice managers on how to best use PerfectServe.
- Support the hospital, physicians and practices upon activation of service.

**Essential Qualifications:**

- Bachelor's degree required, preferably in Business or related discipline
- 4 to 6+ years work experience in a customer facing, consulting, account manager, project manager, business analyst and/or other service role
- Excellent verbal and written communications skills
- Excellent computer skills using Microsoft Visio, Word, Excel (including functions), and PowerPoint
- Ability to work closely with peers and team members in a collaborative manner
- Available to travel

**Beneficial Qualifications:**

- Clinical experience in a hospital, e.g. nurse, quality coordinator, etc.
- MBA
- Experience driving process change in complicated environments
- Experience working with physicians and/or hospitals

Interested applicants should send a resume and cover letter to [resumes@perfectserve.com](mailto:resumes@perfectserve.com).