



Customer Account Representative, Southbury CT

Practical Data Solutions (PDS), a company that specializes in healthcare reporting, business intelligence software and analytics is currently seeking a **Customer Account Representative** for its Southbury Connecticut office. PDS is a rapidly growing national healthcare technology company focused on decision support and data warehousing for healthcare organizations. Our products and services are used by many large academic medical center large physician practices across the country.

QUALIFICATIONS

Responsibilities of the position include:

- Interfacing daily with existing PDS customers, primarily by phone, email.
- Creating and execute on customer action plans.
- Provide support to customers as appropriate and required.
- Working to ensure clients take full advantage of the solutions implemented by PDS.
- Marketing training and consulting services to clients.
- Assisting the President of the Company in marketing new products to customers.
- Actively maintaining customer and prospect information in the customer database software.
- Assist the sales team in attending regional and national trade shows as appropriate with occasional in person travel required.

This job posting indicates the general nature and level of work expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required. Incumbent may be asked to perform other duties as required.

Skills Required:

- Outstanding computer skills including strong proficiency in Word, Excel and PowerPoint.
- Excellent verbal communication skills, and phone skills.
- A desire to work with other people.
- Excellent writing skills.
- Ability to manage multiple tasks.
- Self management with a focus to detail.
- Desire to excel at work.
- Ability to travel 3-6 times per year.

Education Required:

Bachelor's degree or higher.

Other :

1-2 years experience in business, inside sales or account management type positions especially in the Healthcare or Software Technology industries preferred.

**Salary:**

Salary range is between \$40K and \$55K depending on proven work experience.

Who we are:

Practical Data Solutions (PDS) is a rapidly growing, nationally recognized healthcare reporting company servicing customers coast to coast. PDS provides consulting services to assist healthcare organizations in accessing information required for decision-making. PDS was founded in 1995 and is headquartered in Connecticut.

Our goal is to ensure that healthcare professionals have efficient access to the information they need. Our clients spend their time working with information, rather than working to get information.

Across the United States, PDS has helped clients of all sizes from large academic medical centers and hospitals, clinics and multi-specialty groups, to private practices. We specialize in the following applications: Provider Billing, General Ledger, Laboratory, Electronic Medical Records and Hospital Billing.

For more information about PDS, visit our website at www.pds-online.com.

What we offer:

- * A career and not just a job, stability, credibility and a casual work environment.
- * Training / upgrading of skills for personal growth.
- * Opportunities for promotion.
- * Excellent compensation and benefits package.

Send your resume in Microsoft Word with cover letter as to why we should consider you as a candidate to careers2009@pds-online.com; email only, no calls or faxes please. PDS will only consider serious candidates with the qualifications listed. PDS is an Equal Opportunity Employer.