



Quantitative Medical Systems (QMS), located in Emeryville and West Sacramento, CA, is expanding its leadership position in providing state-of-the-art software systems for the healthcare industry. The software developed at QMS is client-server, user-oriented, non-technical and accessed through a wide area network. Our software concentrates on dialysis billing, tracking of accounts receivable, associated operations, and clinical management analyses/reporting. QMS Focus is the most advanced financial and information management software for dialysis providers and uses a client/server architecture, an Oracle relational database, and a Windows client user interface. It has been this concentration that has established the leadership position that QMS holds today. [Look us up at www.qms-us.com.](http://www.qms-us.com)

Customer Support Representative (CS-QMS1)

Are you the type of person who has the persistence and follow through to get the job done? Do you have great interpersonal skills to allow others to feel good while you solve problems with them? Do you have a great eye for detail and accuracy?

We are currently recruiting for a highly motivated Customer Support Representative for our West Sacramento office to provide support and training to our customers.

Responsibilities include:

- Handling high volume of customer calls to troubleshoot billing and software problems
- Training customers on the billing application
- Updating and creating documentation for the software versions
- Performing user acceptance testing
- Traveling up to 30% of the time

Successful candidates should have the following qualifications:

- Bachelor of Science degree preferred
- Customer/application support experience
- Excellent communication skills
- Ability to work with non-technical customers
- Strong telephone support, problem solving, and follow-up skills are required
- Excellent oral and written communications
- Proficiency in MS Word and Excel is a must
- Minimum of 2 to 3 years of billing experience preferred
- Prior knowledge of clinical applications and terminologies is preferred

This position is a direct hire within California.

Benefits Package

Compensation and personal satisfaction gained from doing a job well are only some of the reasons a majority of people work. Most likely, many other factors count among your reasons for working; pleasant relationships and working conditions, career development and promotion opportunities, and health benefits are just a few. QMS is committed to doing its part to assure you of a satisfying work experience. Included in the QMS benefits package are:



- Competitive salary
- 401K
- Company paid health benefits for employee
- Paid time off

Respond to HR via e-mail jobs@qms-us.com with resume and cover letter which includes job ID **CS-QMS1** and **your salary requirements**. **No phone calls or fax please.**