



Trainer and Implementation Lead

Baltimore, MD, USA Full Time

JOB DESCRIPTION

Join **Advanced Metrics** as a **Trainer and Implementation Lead** and use your passion to develop and implement innovative software solutions that have a true impact on the well-being of communities and individuals. Please email a letter of interest and resume to: careers@ametrics.org

The **Trainer and Implementation Lead** is responsible for participating and leading training and implementation. Advanced Metrics has a portfolio of solutions, and this position is responsible for having a deep level of knowledge and skill with each solution. This role is responsible for providing an exceptional implementation experience to the customer. Relationship and business development are also important components of this position. The Trainer and Implementation Lead is responsible for mastering the different software applications developed at Advanced Metrics to assist customers in all phases of implementation and training. This role is responsible for applying knowledge of the implementation and large project process, providing strategic direction, making decisions, and resolving complex problems to move the business forward while coordinating an integrated team. The Trainer and Implementation Lead assists in and communicates general company direction, mission & vision.

Job Duties and Responsibilities Include:

- Support the scoping of projects by providing accurate and detailed customer requirements.
- Assist in the training of all solutions.
- Develop relationships across the organization and listen to the needs of internal and external customers.
- Cultivate open communication with customers, business partners, and colleagues to identify opportunities to improve processes.
- Keep up-to-date of industry trends and best practices.
- Manage relationship with client contacts and other leadership to provide key leadership and oversight to large client implementations.
- Take an integrated approach to solutions.

Required Knowledge, Skills and Abilities:



- Exceptional project management, prioritization, and planning skills, with demonstrated success producing high-quality deliverables on time and within budget.
- Strong interpersonal skills and ability to work effectively in a team.
- Excellent strategic thinking skills, with the ability to operationalize concepts and transform ideas into action as well as apply findings to ongoing program development.
- Passion for, and demonstrated commitment to, improving the lives of others.
- Demonstrated resourcefulness in setting priorities and proposing new strategies.
- Ability to work independently while being a team player.
- Ability to assess complex situations and facilitate solutions in a collaborative manner.
- Flexible and a self-starter; able to multi-task while also being highly detail-oriented.
- Demonstrated maturity and demeanor to establish immediate professional credibility with clients.
- Proficient in training on software applications and/or using within a clinical and/or billing setting.
- Proficient in basic office tools, (Word, Excel, Power Point, project management software).
- Knowledge of software implementation methods.
- Knowledge of implementation science and maintaining knowledge of current literature in the field.
- Demonstrated ability to work effectively with clinical, administrative, billing, and leadership staff within the customer's practice, including the ability to objectively review and analyze changes in workflow processes that impact multiple departments.
- Ability to deliver complex message to varying degree of disciplines and backgrounds.
- The ability to read and interpret data, information and documents.
- Perform highly detailed work on multiple, concurrent tasks.
- Ability to work under intensive deadlines with frequent interruptions.
- Ability to influence and positively interact with elected and appointed officials, staff, customers, the public and others encountered in the course of work.
- Excellent verbal and written communication skills.
- Be able to use math and mathematical reasoning.
- Excellent personal time management skills.

Hours/Locations:

- Full-Time (40 hr/wk) Flexible Schedule.
- Advanced Metrics has offices in Lancaster, PA and Baltimore, MD, though we are able to hire staff living in PA, MD, NJ, SC, and GA to work on a fully remote basis. Must be able to travel occasionally to Lancaster, PA and Baltimore, MD for



meetings. If you have any questions about location or remote work, you can reach out to hello@ametrics.org for additional information.

Advanced Metrics Team Members Experience Benefits Such As:

- Competitive Salary
- Medical Plans
- Wellness Opportunities
- Opportunities for Advancement
- Pride in Working for a Mission Driven Company
- Support to Meet Professional and Life Goals

About Advanced Metrics:

Advanced Metrics, an affiliate of Community Services Group (CSG), is a mission driven Certified Benefit Corporation. Our team of professionals adheres to a core set of values - Trust, Quality, Mindfulness, Happiness, Integrity, Goodwill, Grit, and Partnership - that compel us to be more than a software company and guides our daily aim to Make Data Human. We believe that collected data should be of value and utilized in a straightforward and uncomplicated manner and that data collection and utilization seamlessly integrated into a practitioner's daily routine, enhancing measurement-based decision making and ultimately improving patient outcomes.

Qualifications:

- Minimum of a Bachelor's degree in a Social Science, or related field.
- At least 2 years of successful experience with training and implementation practice.
- Experience working in both small and large scale implementation projects and experience (and comfortable) with public speaking and or training live audiences.
- Knowledge and familiarity with HIPAA and operational data security a plus.
- Applicants will be required to complete a skills assessment test as part of the interview process.
- Must have the ability to obtain clearances as defined by regulations.
- Must have a valid driver's license, good driving record, and access to a reliable vehicle to attend trainings and meetings.
- Other special requirements will be determined based on the needs of the position.

If you are interested in joining a multidisciplinary team of professionals dedicated to the Advanced Metrics Mission and Visions apply today!

Advanced Metrics & Community Services Group (CSG) are proud to be Equal Opportunity Employers supporting Workforce Diversity.



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