

**Salient Corporation
POSITION DESCRIPTION**

Position: Outcome Support Specialist I	
Department: Health and Human Services	Reports to: Director of Outcome Support
Job Classification: Exempt	

PURPOSE: Support the Salient Health and Human Services Outcome Support Team in their mission of fostering technical capability and relevant knowledge that will ultimately create successful outcomes for Health and Human Service clients.

DUTIES & RESPONSIBILITIES:

Training & User Support

- Assist with the development comprehensive training materials for clients based on service areas and data sets
- Support delivery of onsite and online product training for clients
- Assist team in creating online training and published user resources for post training support
- Provide individualized user assistance as needed
- Provide administrative support and coordination for all Health and Human Services activities

Skill Development and Maintenance

- Understand and communicate the Salient product suite and Health and Human Services data sets
- Develop/Maintain proficiency in the following software products for material development:
 - Microsoft Office Suite
 - Others as needed
- Develop professional communication, presentation, and meeting facilitation skills
- Identify and communicate issues to team and management as appropriate
- Learn and adhere to Salient and client security policies and practices.
- Carry out other duties as necessary to perform function and as assigned

Complexity of Work & Decision-Making: Low-Medium
Measures of Performance: Overall System utilization and adoption, quality of input of training

materials, client and user support satisfaction, proficiency with Salient client solutions and data sets.

QUALIFICATIONS: To perform this position successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

Education BS or related experience
Experience 0-3 years professional work experience
<p>Required Skills or Knowledge: Strong interpersonal, professional communication skills; ability to clearly identify, describe and resolve issues; and strong scientific/mathematical analyses skills.</p> <p>Exposure to Adobe Captivate, Camtasia Studio, and Microsoft Word and Excel</p>
<p>Functional/Technical Competencies: Must be credible and authoritative with well developed consultative approach. Possess a questioning, inquisitive approach to work with the ability to learn.</p>
<p>Language Skills: Ability to read and write routine correspondence; ability to communicate effectively with staff and clients; ability to convey technical concepts clearly and concisely to a non-technical audience.</p>
<p>Mathematical Skills: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to understand and communicate abstract mathematical concepts.</p>
<p>Reasoning Ability: Ability to define problems, follow directions, collect data, establish facts and draw valid conclusions. Able to translate client challenges into meaningful training modules.</p>
<p>Physical Demands: Travel <15% depending on assignments; Instructor-led training may require prolonged periods of standing.</p>