

TruCode ([www.trucode.com](http://www.trucode.com)) is looking for a full-time **Product Support Specialist (Remote)** to join our friendly, skilled team. TruCode creates desktop, web, and SaaS applications for the healthcare industry.

TruCode is a fully-remote company. We have been successfully providing innovative products to our customers for over 10 years. We offer a comprehensive and competitive benefits package, no commute, and a great group of co-workers.

## Responsibilities

As **Product Support Specialist**, you're primarily responsible for using your health information management (HIM) skills to deliver exceptional service to our customers and channel partners:

- Answer customer and partner support calls and emails.
- Escalate issues that are unable to be resolved by the first level support team.
- Become familiar with new products, features and enhancements.
- Work with our customers and channel partners to answer HIM related questions, including complex reimbursement and grouping questions.
- Identify, record, document thoroughly and track support tickets.
- Take ownership of issues and see problems through to resolution, ensuring that customers are kept up-to-date.

In addition, you will:

- Perform unit testing (QA) in the TruCode application, services, and TruCode Encoder Essentials
- Create test cases for assigned product area and new product features.

## What we offer

**No TPS reports** — As a small, privately-held company, we can decide what processes add value, and avoid the rest.

**Make an impact** — Another great aspect to working in a small company is that you're not just a cog in a machine. You're more like a string on a violin - you'll play a key role in making the company perform beautifully.

**Work from home** — Not just one day a week - every day. Ditch the commute and find out how much less stressed you are when you don't have to fight traffic at the start and end of your day.

**No treadmill** — Bored of doing the same thing over and over? When you work for a small company, there's always a new challenge. You get to wear many hats, refining old skills and learning new ones.

**Great people** — You'll be a key part of a small team of professionals who like to work with each other and think work can and should be fun.

## What about you?

The requirements listed below are representative of the knowledge, skills and abilities needed for this position:

- Minimum RHIT /CCS
- Experience with HIM software - encoder, abstractor
- Minimum of 5 years of experience in inpatient and outpatient coding, ICD-10, CPT/ HCPCS classification systems, reimbursement methodologies
- Knowledge of the software lifecycle and prior testing experience
- Strong organizational and problem-solving skills with great attention to detail.
- Strong written and verbal communication skills to interact effectively and productively with internal staff and external customers
- Self-discipline to work productively from home
- Positive work attitude - Life's too short to work with people who don't want to be there.
- Your own work office - We're a "virtual" company, so everyone is a 100% telecommuter.

Please send resume, cover letter and salary expectations if interested in our position to: Marta Gillen, HR Manager - [mgillen@trucode.com](mailto:mgillen@trucode.com)