



Travel Health Care Specialist

Private Marketing of health care professionals has become big business for Client Development Services (CDS) in Denver. CDS is one of the leading companies progressing in bringing out some of the best and highly skilled medical professionals to work locally or travel to their next assignment. CDS is a market-driven, results-focused marketing company that partners with clients' marketing and sales departments to grow revenue and especially for recruiting Travel Healthcare Specialists.

Most private companies such as the CDS hire [health care professionals](#) in the areas that require nurses to be registered and often specialized for:

- Critical care
- Emergency room
- Operating room
- Anesthesia Care Unit
- Lab, telemetry
- Medical surgical
- Neonatal Intensive Care
- Pediatrics, labor and delivery and Postpartum

Job Scope

The Specialist who assigns [Traveling Health Care Givers](#) to their next project is also required to:

- Accurately update and complete the database records, be detail oriented
- Maintain accurate appointment schedule in Microsoft Outlook
- Maintain operational knowledge and understanding of the product or services provided
- Communicate effectively to contacts
- Maintain proficiency in the use of the computer system
- Communicate and cooperate in a team
- Resolve billing issues
- Handle call resolution and escalation

All candidates must meet the company productivity and quality goals. This is true in any profession and especially for [Travel Specialists](#). So many people depend on them to get it right. New nurses are needed at specific times for hospital work. It's obvious that the patients, hospitals and doctors are affected by the Specialist's job. Specialists act as a mentor to new team members by suggesting ways to improve the quality of their work while on an assignment. The specialists can make recommendations to management that will improve performance of traveling staff members. For example, to have living facilities close to the hospital or suggest a better transportation alternative to the work place for their staff.

A Travel Health Care Specialist also requires:

- Ability to effectively handle business-to-business inbound and outbound health care telephone calls
- Problem assessment and evaluation
- Call guide management and updates
- Techniques for handling complaints
- Skills to effectively deliver a clear message
- Familiarization of terminology within many different medical markets including dental, veterinarian, chiropractic, ophthalmology, weight loss, hair restoration, audiology, plastic surgery, and cosmetic.

Qualifications and Experience

Degree work in science, nutrition or nursing is good background for a Travel Health Care Specialist. For the business side of the job a specialist needs to have business or marketing experience to negotiate terms for staff in positions they must travel to and stay in for short periods of time. A high school diploma or equivalent college degree candidates are preferred at most agencies with minimum three to five years experience in sales, account management or similar customer service environment. Above all, Travel Health Care Specialists need a strong desire to provide superior customer service.

Candidates who join as a Travel Health Care Specialist must speak and enunciate clearly with a pleasant telephone voice. They must use proper business English and good grammar. The job requires sitting, talking and using a PC with various software packages for a long period of time. A specialist will act as marketer to other hospitals or health care facilities to gain work for the traveling staff. Specialists need to have Knowledge of modern office procedures including telephone communications, office systems, and record keeping. A specialist often establishes office procedures to handle and resolve recurring problems on an everyday basis.

Employee Benefits and Salaries

Most companies would offer attractive salaries and benefits which include



Healthcare Career Profile

- Paid housing
- Paid major medical insurance
- Travel reimbursement
- Reimbursement to update license
- Top pay
- Referral bonuses
- Guaranteed hours
- AAA membership
- Calling card
- Personalized service
- Incentives

Approximately \$15 per hour is given at entry level and depending on performance, ability to earn commissions up to \$6,000 or \$8,000 annually. Extensive company-paid benefits package with 401k retirement plan, comprehensive paid training and state of the art computerization and job tools. Here is an actual advertisement in the market for Travel Health Care Specialists. This title includes recruitment as part of the job as well as marketing the staff for assignments.

Healthcare Recruitment Specialist-Travel Division

The Healthcare Recruitment Specialist is responsible for the recruitment, placement, and maintenance of traveling healthcare professionals on contracts nationwide. Our business is conducted primarily via telephone; therefore, minimal to no travel is required.

Specific Responsibilities will include:

- Evaluate potential candidates for acceptance into our traveling healthcare program to effectively build, increase, and maintain a qualified candidate pool.
- Educate potential candidates about our traveling healthcare program and benefits.
- Present and sell open assignments (job postings) to candidates based upon client needs.
- Maintain full "closing" responsibilities to include extending an offer to the candidate, negotiating

- compensation, and obtaining their firm acceptance of the offer.
- Serve as the primary contact person for the healthcare professional throughout their Clinical One career by troubleshooting, counseling, and problem solving when necessary.
- Establish effective relationships with candidates to increase retention for future placements and referrals.

Position Requirements:

- Motivated self-starter with an innate ability to achieve outcomes and exceed expectations
- Excellent customer service, communication and negotiation skills
- Self-confident and sales driven individual able to successfully work in a highly competitive marketplace
- Ability to anticipate/identify customer problems/needs and recommend appropriate solutions
- Effectively balance short term and long term priorities
- Minimum of 1 year recruiting or sales experience in a professional business environment
- Bachelor's degree strongly preferred

The Salary for this position is \$30,000 to \$50,000 depending on experience and education. This salary is pledged to increase substantially from year to year. Benefits are included with a commission above the base pay.

Resources: Career builder.com, Amanda Belloff, December 23, 2008

You might have to search a little for these jobs but be aware they are there now and expected to grow in the future. The title of the job might be presented differently for the positions by different companies. Read the requirements and responsibilities. It's a great career if you have an interest in health care and providing assistance to people and organizations on a larger scale.

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