

NATIONAL SEATING & MOBILITY INTRODUCES TECHNICIAN CAREER PATH AND CERTIFICATION PROGRAM

NASHVILLE, Tenn. (July 22, 2019) — National Seating & Mobility (NSM), the leading provider of complex rehabilitation, mobility and accessibility solutions in the U.S. and Canada, has introduced a technician career path and certification program, the first in the industry developed specifically to advance the profession. The program establishes a tiered set of technician classifications, which are supported by a certification process. Technicians now have the opportunity to advance their careers at NSM based on specific experience, training and skill-based requirements.

“We value the integral role our technicians play in keeping our clients moving through life,” said Bill Mixon, NSM CEO. “Our new career path and certification program is designed to support the professional growth and evolution of the technician career at NSM.”

The new career path and certification program establishes four technician skill levels: associate technician, technician, senior technician and master technician. An integrated internal team including representatives from operations, human resources and service developed a skills assessment rating system associated with each level. The company will be training internal proctors from management to conduct a series of online and hands-on examinations, utilizing the skills assessment to determine proficiency level.

In further support of the technician, the company has introduced an onboarding program for new hires, formed a technical service leadership team including regional supervisors and senior managers, and created a tech taskforce involving nominated tech representatives who participate in monthly work sessions and engage in the development of client experience initiatives.

“This program takes what has been traditional tech training to the next level,” added Mixon. “We’ve created a clear path for our technicians to advance in skill level, title and compensation. While it benefits our techs, the program ultimately ensures that our clients can count on working with technicians who have certified skill levels and superior capabilities.”

The technician career path and certification program is one of many NSM programs driving operational excellence within the company and inspiring best practices within the industry.

About National Seating & Mobility

National Seating & Mobility is the nation’s premier Complex Rehab Technology Solutions provider, partnering with physicians, therapists and clients across the U.S. to design customized innovative mobility, rehabilitation and adaptive product solutions for individuals with disabilities. Founded in 1992, the company has grown from five locations to a national network of professional Assistive Technology Providers (ATPs). National Seating & Mobility has earned the highest professional accreditation from the independent, not-for-profit, The Joint Commission. As preeminent accrediting body for U.S. healthcare organizations, The Joint Commission maintains unrivaled industry standards. For more information visit nsm-seating.com.

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