

	Number:	
	Version:	01
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	Approved by:	Émilie Boutin
JOB DESCRIPTION		

Job Title	Customer Relations Agent – technical support
Company Description	Synergy Medical is a Profit500 company, based in Longueuil, QC., specializing in the design, assembly, sale and support of SynMed® blister pack automation. Synergy Medical is growing rapidly, with now over 300 installations in pharmacies throughout North America and in Europe.
Duties and Responsibilities	<ul style="list-style-type: none"> • Receive calls and support Synergy Medical customers in Canada, the United States and Europe • Understand situations described by customers and perform diagnostics to solve technical or IT problems related to their automation system • Guide and train operators remotely to use their system and software • Coordinate the transfer of a technician to a client as needed • Make follow-up calls and handle open calls • Communicate with device suppliers to assist customers with breakage • Remotely deliver updates and upgrades to customers • Any other related tasks
Title of Immediate Supervisor	Customer Relations Director
Work Schedule	40 hours; the customer relations agent may be required to work evenings and sometimes weekends (on call)

REQUIRED QUALIFICATIONS AND EXPECTED RESULTS	
Education and Experience	<ul style="list-style-type: none"> • Diploma (certificate) • Minimum of two years' experience in customer service of technology products; as a customer service agent, help desk agent or trainer • Knowledge of the field of pharmacy (an asset)
Certifications	None
PERSONAL CHARACTERISTICS	
Qualities	<ul style="list-style-type: none"> • Very well organized and attentive to detail • Able to work under pressure • Works effectively in a team with colleagues and customers • Rapid adaptation capabilities • Good interpersonal skills and able to negotiate • Problem solving abilities • Excellent verbal and written English and French • Pragmatic and innovative personality • Good knowledge of software (Windows and Office suites)
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