

Synergy Medical

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Project Lead, Customer Service and Training

Description

Reporting to the Supervisor, Training, you will be required to train our customers, primarily in pharmacies, on our automation systems and software. The Project Lead, Customer Service and Training will be responsible for the full training cycle. You will work in collaboration with several internal departments and you must be available to travel across Canada for training purposes.

Responsibilities

Your responsibilities will also include, but not be limited to, the following:

- During the pre-implementation phase:
 - Prepare training prior to the implementation of automation systems in-pharmacy in collaboration with the account managers.
- During the implementation phase:
 - Provide training in-pharmacy (or remotely, as needed), support and guide new users of our SynMed® automation systems.
 - Be attentive to customer queries, in order to identify solutions and communicate them to the team.
- During the post-implementation phase:
 - Support and guide new customers on the use of automated systems and their software.
 - Be attentive to customer queries, in order to identify solutions and communicate them to the team.
- At all times:
 - Follow up with customers, as required.
 - Train customers remotely, when changes are made that impact the work procedures taught during initial training (change of card types, implementation of a conversion table, change of pharmacy software, etc.).
 - Analyze statistics and their throughput to provide recommendations for improvement in a detailed report.
 - Work closely with the various internal teams to maintain and improve customer service.
 - Take charge of complex requests received from different departments as assigned (customer support, account managers, field technicians, sales team, etc.)
 - Keep interventions with customers up to date in CRM software.
 - Participate in the preparation of training materials.
 - Participate in the development of training processes for new technologies.
 - Participate in the training of internal clients.
 - Perform any other related tasks.

Qualifications

- Combination of education and relevant experience;
- Minimum of three (3) years of experience in a training role;
- Excellent communication skills in French and English;
- Excellent customer service skills and customer focus;
- Must be self-reliant, professional and resourceful;
- Must have an excellent ability to adapt, prioritize and handle stressful

Hiring organization

Synergy Medical

Employment Type

Full-time, Permanent

Job Location

Longueuil, Québec

Date posted

December 13, 2021

situations;

- Knowledge of the pharmacy industry and/or SynMed systems is an important asset;
- Available to travel regularly within Canada and occasionally to the United States (75% of time traveling to customers (pharmacies));
- Have a valid passport and driver's licence.

Job Benefits

- A growing and constantly evolving work environment
- Opportunities for career development
- Employee benefits package and access to telemedicine
- Up to 4% in employer RRSP contribution
- Health and wellness program