



JOB OFFER

CUSTOMER EXPERIENCE AGENT

WHO ARE WE?

Synergy Medical is a growing company based in Longueuil that specializes in the design, manufacturing, marketing and support of robotic automation systems for Pharmacies in North America and Europe.

ROLE

Provide help and support to local and international customers, to solve technical and non-technical problems on their automation system as well as their computer accessories (operating system, hardware, software, printers, connectivity, etc.).

TASKS AND RESPONSIBILITIES

- Guide and train customers on the proper use of their system and software
- Offer support by phone, email, remote access and video camera
- Record calls to maintain a history of interventions
- Transfer calls to second level support when required
- Coordinate the dispatch of a technician to the customer if necessary
- Make follow-up calls and handle open calls until they are closed
- Communicate with device suppliers to assist customers when their computer and printer break down
- Remotely perform updates and upgrades for customers
- Participate in weekly follow-up meetings of follow-up calls and records
- Achieve and participate in the improvement of the objectives and procedures of the company
- Work with the Customer Service Supervisor to improve procedures
- Apply company policies and procedures to meet customer needs
- Compile data for the progress of performance indicators (KPI)

REQUIRED PROFILE

- DEC in an appropriate field
- Two to three years experience in customer service **technology products** as a customer service agent, helpdesk agent or trainer
- **Perfectly bilingual** Knowledge of Spanish and/or German considered an asset
- Schedule :
 - Being available and flexible for a variable schedule
 - Being available on call during evenings, nights, and weekends possibly on rotating cycle with bonuses
- Strong problem-solving and troubleshooting capabilities to identify problems effectively and apply appropriate solutions
- Good knowledge of the Microsoft Office suite (Word, Excel, Access) and ability to explore the different features of a software
- Excellent ability to communicate by phone as well as email (oral and written)
- IT knowledge

Please send your resume to: cv@synmedrx.com