



JOB OFFER IN-PHARMACY TRAINER

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.

MAIN RESPONSIBILITIES

- Providing in-pharmacy (and remote) training to new users of our SynMed® automation system.
- Accompanying and guiding new customers in the use of the automation system and its software.
- Preparation training before the implementation of our automation system in pharmacies.
- Regularly following up with customers to assess their level of satisfaction.
- Analyzing production statistics and providing recommendations for optimization.
- Being attentive to questions from customers, finding solutions and communicating them to the team.
- Working closely with Account Managers to maintain and improve customer service.
- Other related tasks.

REQUIRED PROFILE

- Hold a university degree (BAC) in an administrative field or any other combination of diplomas and relevant experience.
- Knowledge of the pharmacy environment is highly recommended.
- Minimum of three (3) years of experience in training.
- Perfectly bilingual (English and French).
- Experience in customer service considered an asset.
- Available to travel on a regular basis, primarily across Canada (up to 75% of travel time to customer sites (pharmacies)).
- Have a valid passport and driver's license (vehicle provided by the company).

Please send your resume to: cv@synmedrx.com