



	Number:	
	Version:	01
	Issued:	2018/01/15
	Approved by:	Michel Lamy
JOB DESCRIPTION		
Job Title	Technical Service Planner	
Company Description	<p>Synergy Medical is a Growth500 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 close to 400 installations in pharmacies throughout North America and in Europe.</p>	
Duties and Responsibilities	<ul style="list-style-type: none"> • Communicate and coordinate scheduled maintenance appointments with customers. • Create maintenance order entries in Microsoft Access database. • Plan weekly schedule for all technicians via SynMedGest and Google Agenda. • Coordinate the receipt of parts and changes with technicians. • Manage and dispatch technicians to address emergency customer calls. • Process and manage statistic reports. • Process, monitor, and follow-up on open customer orders. • Receive and resolve customer complaints about products and services. 	
Title of Immediate Supervisor	Technical Service Coordinator	
Work Schedule	40 hours	



REQUIRED QUALIFICATIONS	
Education and Experience	<ul style="list-style-type: none"> • College diploma or other relevant training. • At least 3 years of previous experience in a comparable role. • Strong customer service experience. • Excellent attention to detail and positive attitude. • Strong ability to adapt and learn quickly. • Ability to take initiative. • Strong analytic capabilities and problem resolution techniques. • Organized, Multi tasks & Call control skills. • Bilingual, English and French / written and spoken. • Call Center experience an asset.
Certifications	None
PERSONAL CHARACTERISTICS	
Qualities	<ul style="list-style-type: none"> • Perfectly bilingual, English and French / written and spoken • Good understanding of relationships with technicians • Team spirit and ability to collaborate with employees and suppliers • Excellent written and verbal communication skills • Pragmatic and innovative personality • Negotiation and interpersonal skills • Well organized, attention to detail • Able to work under pressure • Working knowledge of Microsoft Office (Access, Word and Excel). • Quick adaptability
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