



JOB OFFER TRAINER IN PHARMACIES

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.

TASKS AND RESPONSIBILITIES

- Provide pharmacy training to new users of our SynMed® automation system;
- Accompany and guide new customers in the use of the automated system and its software;
- Carry out the preparation of the training before the implementation of our pharmacy automation system;
- Perform regular follow-ups with customers in order to know their level of satisfaction;
- Analyze production statistics and provide recommendations for improvement to customers;
- Be attentive to customer queries in order to find solutions and communicate them to the team;
- Work closely with the SAC team to maintain and improve customer service;
- Perform other related tasks.

REQUIRED PROFILE

- Have a university degree (BAC) in an administrative or other related field with pertinent experiences.
- Knowledge of the pharmaceutical field an important asset.
- Minimum of three (3) years experience in training facilitation.
- Perfectly bilingual (French and English).
- Experience in customer service an asset.
- Available to travel on a regular basis throughout North America and Europe (travel can represent up to 75% of time).
- Possess a passport and a valid driver's license (vehicle provided by the company).

Please send your resume to: cv@synmedrx.com indicating the title of the job for which you are applying.