



About the company:

EMRlogic Systems Inc. Canada

We are the leading software provider in our field and our products help our clients build professional Optometry/medical practices that provide the superior service to their patients. We are unique as a privately held software company comprised of highly talented staff focused on innovation to provide our clients with excellence in products and services. We are an elite team of talented people who love challenge, opportunity, and have excellent values.

About the opportunity:

Support Specialist:

Start a career at EMR by providing clients application support services. This helps you learn about our products and the medical software domain. We seek service-oriented people with a high degree of initiative and high standards for quality.

The primary responsibility for this position is to be the front line representative for incoming helpdesk calls and support requests.

- This position will be primarily responsible for answering incoming software support and general inquiry calls and e-mails
- Answer and document up to 20-30 calls/e-mails per day
- Analyze customer needs through appropriate questioning and fact gathering, documenting, resolving or escalating the incident.
- Provide quick, responsive, and consistent service acknowledging and recording all incidents and requests
- Effectively deal with conflict and urgent situations
- Follow established process and procedure while providing input from the front-line for continuous process improvement
- Multi-tasking especially with respect to documenting while performing other tasks/duties
- Follow up with clients on behalf of senior resources
- Flexibility to work in a 17/7 call center environment.

Requirements:

- Excellent customer service skills and phone etiquette with an ability to talk and type
- Acute listening and well-developed time-management skills
- 'Can do' and disciplined attitude
- Ability to adapt to a fast-paced and team-oriented environment
- Good PC skills with a desire to learn new software
- Previous helpdesk and Healthcare software experience is a huge plus
- Ability to work weekends and stat holidays – as we are a 17x7 call center
- Optometric/office management experience would be an asset
- Crystal Reports and SQL experience is preferred but not required

Response Information:

If you think that you are an excellent fit, we are very interested to meet you.

Please email a cover letter, resume and your salary expectations to:

careers@emrlogic.com

No phone calls or faxes or drop in please

We regret that only short-listed candidates will be contacted

EMRLOGIC INC. is an EOE

Thank you in advance for a submission

Learn More at: www.emrlogic.com