



Alberta based Drug-Data and Digital Health Start-up Job Posting: Customer Success & Marketing/Sales

Intro:

Hi, I'm Lawrence, a Co-Founder of Medi-scribe and UofA PharmD Alumni. Today, pharmacists are taking on more responsibilities than ever before. However, despite all this training and abilities, tools to support these Pharmacist new roles have been limited.

One of the major barriers is documentation, which pharmacists may spend up to hours a day completing and still have a backlog. Binders upon binders of unfinished documentation sit in pharmacy drawers today.

This was a struggle I faced as a pharmacist, pharmacy director, and manager and consultant of multiple pharmacies. That's why I partnered with Nathan, our talented software engineer and co-founder, to create Medi-scribe. We recognized that outdated pharmacy software was a major obstacle to delivering quality care, so we set out to build next-generation pharmacy software that would enable pharmacists to provide better care to more patients.

We're currently part of programs such as Alberta Innovates, Alberta Catalyzer, Communitech, and have pilots with independent and corporate pharmacies spanning Alberta and BC.

Our vision is for Pharmacists to fully utilize their skills and expertise to practice to the highest standard of care. We're here to revolutionize patient care in Canada.

Position: Customer Success and Sales

We are looking for a highly motivated and energetic Pharmacy student for the summer of 2023 to help with our launch.

The ideal candidate will have experience with Kroll, a strong understanding of the barriers and challenges pharmacists face with clinical services, and loves to solve problems. They must enjoy networking with Pharmacists, Pharmacy owners, district managers, and key opinion leaders in the community. If you are a self-starter with excellent communication skills and a passion to help Pharmacists, we want to hear from you.

Responsibilities:

- Building connections with existing and prospective customers through cold calling, cold- emailing, linked in messaging, and demonstrating understanding of their challenges and processes, and advocating for their requirements
- Installing Medi-scribe and providing demo's through Teamviewer
- Collaborating with Pharmacists to identify pain points, resolve platform issues, and address user functionality concerns.
- Engage in an agile development team and clinical team, contributing to testing, ticket writing, incorporating customer feedback, and enhancing features and new product development.
- Providing prompt and accurate responses to customer inquiries and requests through phone, live chat, or email
- Sharing valuable insights with the team based on customer feedback.
- Identifying potential business development prospects

What you bring to the table:

- Exhibiting strong verbal and written communication skills, maintaining professionalism while displaying empathy and prioritizing customer satisfaction.
- Possessing interpersonal expertise and prior experience in customer support roles
- Showing a strong attention to detail, enthusiasm for problem-solving, and a commitment to delivering impactful results.
- Being technologically proficient and eager to acquire knowledge about new platforms.

Details:

- Rate: \$18-\$25/ hour
- Hours: 10-20 hours / week (option to add more if you're interested in working on the clinical team), paid bi-weekly
 - Work hours may increase as we grow!
 - Ideally the candidate schedule follows regular pharmacy business hours , E.g. 9AM-5PM MST
- Contract length : Immediate to end of August, with option to extend based off availability in school year
- The position is fully remote, though applicants should have a computer, cellphone, and internet access.
- If you live in Calgary, we work out of Platform Calgary and have access to office space

Don't sweat it if you don't have everything listed above. We believe in growth and curiosity. You'll work directly with the co-founders, and we're committed to teach you everything we've learned in pivoting to tech and launching a start-up. We're also excited to teach you development, design, data curation, sales and operations (if you're interested!)

If you have some of these qualities and are excited about this opportunity, then we want to hear from you!

Interested candidates please email admin@medi-scribe.com

Thanks for your interest and supporting Alberta Innovation!

Lawrence Woo PharmD APA RPh
Co-founder of Medi-scribe