



Customer Service Representative, HMMS - 1 position	Posting #: 53831
HMMS	Posting Date: September 12, 2024
Healthcare Materials Management - London, ON	Submission Deadline: September 18, 2024
Full Time	Andrew Harriman-Duke, Human Resources
Non-Union	Salary Range: \$28.26 - \$33.23 /hour

HMMS is a joint venture between St. Joseph's Health Care, London and London Health Sciences Centre, that has been operating since 1997 providing consolidated functions of Sourcing, Contract Management, Purchasing, Accounts Payable, Logistics, Supply Chain Systems and Inventory Management for the London Hospitals and numerous healthcare organizations throughout Southwestern Ontario.

As a full-service supply chain organization, HMMS interacts with over 9,000 suppliers to provide an item catalogue of over 90,000 active items.

Learn more about HMMS through this short online video. <https://www.youtube.com/watch?app=desktop&v=uhi8PSwKTOI>

The primary purpose of this role is to ensure consistent and timely messaging in response to customer inquiries related to all of the services HMMS provides. This involves responding to customer requests or redirecting to the appropriate HMMS area for handling within Customer Relations Management (CRM) system. Additional responsibilities include placing orders on behalf of strategic customers including Renal Home Patients and will be the first point of contact for HMMS customers on behalf of HMMS.

The 3 main areas of responsibility for this role are:

1. Generate Requisitions for identified customers

- Renal Home Patients
- Renal Satellites
- HMR customers
- HMMS operations
- Requisition updates
- Returns for all customers
- Req Approval for Overrides

2. Resolving Customer Requests

- Review and assign all customer inquiries/requests/concerns within the Customer Relations Management (CRM) system.
- Apply job aides and follow standard operating procedures when responding to customers
- Answer centralized phone, jabber, email and redirect appropriately Ensure Customer has confidence the loop will be closed
- Requires general knowledge of all areas

3. Measuring Customer Satisfaction

- Productivity KPI tracking (manual and technology logging of issues)
- Conduct Periodic Customer Surveys

Essential Qualifications

- Post-secondary education (Health or Business-related diploma or degree).
- 3 years of experience working in customer service
- Knowledge of a Safety Culture in a Health Care Setting in compliance with the Occupational Health & Safety Act (OHSA)
- Demonstrated superior customer service.
- Organized with a very strong attention to detail, time management & ability to manage multiple priorities,
- Excellent oral and written skills
- Comfortable with technology
- Ability to work independently and collaboratively.
- Ability to work in a fast-paced environment.
- Demonstrate initiative
- Strong interpersonal and verbal communication skills in order to deal tactfully and effectively with internal/external contacts at all levels.
- Proactive, respectful, positive and professional attitude
- Highly motivated, creative thinker with demonstrated problem-solving skills
- Experience interacting and communicating with a wide variety of positions within an organization

Preferred Qualifications

- Experience within the health care industry is preferred
- Customer Service work experience is preferred
- Proficiency in French would be an asset

Immunization Requirements

- Provide documentation you have received two doses of the Covid-19 vaccine (primary series, boosters and/or XBB) OR one dose of XBB vaccine at least 14 days prior to the start date
- Provide vaccination records or proof of immunity against measles, mumps, rubella and varicella (chicken pox)
- Provide documentation of the Tuberculosis skin testing

Your interest in this opportunity is appreciated.

Human Resources and Leaders use your profile information to evaluate your application for the vacancies you apply to. Only those under consideration will be contacted.