



Customer Service Representative, HMMS - 1 position	Posting #: 56133
HMMS Client Solutions	Posting Date: January 23, 2026
Healthcare Materials Management - London, ON	Submission Deadline: January 29, 2026
Full Time	Andrew Harriman-Duke, Human Resources
Non-Union	Salary Range: \$29.11 - \$34.23 /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 thousands of suppliers to provide an item catalogue of over 90,000 active items; notably ~5,000 that are stocked in our warehouse. 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' experience working in customer service
- Knowledge of a Safety Culture in a Health Care Setting in compliance with the Occupational Health & Safety Act (OHSA)
- Computer skills including word processing, spreadsheets, presentation (Power Point), e-mail, Data Entry, Cerner, and relevant software
- Attention to detail
- Ability to prioritize
- Communication skills, both verbal and written
- Ability to manage multiple priorities and deadlines
- Ability to have difficult conversations
- Ability to work independently

Preferred Qualifications

- Proficiency in French would be an asset

Immunization Requirements

- Provide vaccination records or proof of immunity against measles, mumps rubella, varicella (chicken pox), Hepatitis B, COVID-19 and influenza.
- 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.*