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| Student, HMMS Client Solutions - 1 position | Posting #: 57409 |
| HMMS Client Solutions | Posting Date: November 26, 2026 |
| Healthcare Materials Management - London, ON | Submission Deadline: December 08, 2026 |
| Temporary Full Time | Stacy Kearns, Human Resources |
| Non-Union | Salary Range: $18.27 - $20.71 /hour |

This is a temporary full-time opportunity anticipated April 30, 2027, subject to the availability of work.

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.

Reporting to the Manager, Client Solutions, the Student will have the opportunity to gain hands-on experience supporting healthcare supply chain operations that directly impact patient care across hospitals, clinics, and healthcare programs. This position offers exposure to healthcare operations, customer service, supply chain management, logistics, and enterprise systems within the healthcare environment.
By taking technical direction of senior staff within the department, the Student will perform a variety of duties which may include:
Recall and Notice Management (Primary duty) - supporting the initial triage, assessment, and routing of product recall and notice cases to ensure the right stakeholders are notified and actioned appropriately.
Generate requisitions for identified customers including Renal Home Patients, Renal Satellites, HRM customers, HMMS operations, Requisition updates, Returns, Requisition approval for Overrides.
Resolving customer requests by reviewing and assigning all customer inquiries/requests/concerns within Customer Relations Management (CRM) system following standard operating procedures; answering centralized phone, jabber, email and redirect appropriately.
Evaluating customer service effectiveness through customer satisfaction scores, correlated with operational productivity metrics, issue resolution tracking, and periodic customer surveys

Essential Qualifications

- Currently enrolled in post-secondary education (Health, Science or Business related)
- Secondary (High) School Diploma
- 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
- Knowledge of a Safety Culture in compliance with the OHSA

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.*