

Job Posting: Director of Customer Care

HealthConnect Inc. is a privately owned Canadian company with a 28-year track record for delivering **Customer Care + Compliance** support services in regulated industries. The company manages strategic consumer and patient care programs on behalf of pharmaceutical, medical device, nutritional and animal health companies. Programs have been designed for health care professionals, patients, consumers and the pharmaceutical industry since 1991.

HealthConnect delivers comprehensive services through our multi-access contact centre and fulfillment operations. These include: programs for customer care contact, information and product distribution; patient and caregiver support programs; medical information support; sample and order fulfillment. In addition, the company provides non-traditional pharmacy services, as well as customized compounding through HealthConnect Pharmacy.

HealthConnect is restructuring the Leadership Team to allow for succession planning and the ability for the company to scale. As such, two new roles were created; we are seeking external candidates to fill one of these positions.

Reporting to the CEO and working synergistically with the Director of Client Services (DCS), the Director of Customer Care (DCC), is responsible for supporting the profitable growth of the company by managing and optimizing company resources, processes, and systems for consistent quality in the delivery of programs and services for our clients.

The Director of Customer Care shares organizational leadership with the Director of Client Services, who is responsible for supporting profitable growth by managing client liaison and relationships, as well as quality oversight.

As part of the Leadership Team, one of the highest goals of this position is the responsibility to nurture, promote and champion HealthConnect's commitment to service delivery excellence throughout the organization.

Key Accountabilities:

As an integrative leader, enhance the company's ability to profitably deliver high quality services.

As a strong resource manager, continuously assess performance against budget and long-term strategy. This role ensures people, tools and systems are optimized, and provides evidence-based recommendations and decision making on both strategy and operations.

LEADERSHIP: Support and develop employees through effective leadership by:

- ❖ Modeling organizational values
- ❖ Setting and communicating clear performance expectations
- ❖ Providing a safe, quality-focused, and motivating work environment
- ❖ Ensuring employee training and development is fulfilled
- ❖ Resolving issues sensitively, confidentially and effectively

SERVICE DELIVERY EXCELLENCE: Provide quality management through effective and efficient operations within the overall infrastructure, the Contact Centre, and Pharmacy/Fulfillment operations by:

- ❖ Setting clear goals and direction aligned with overall departmental objectives
- ❖ Overseeing the planning, supervision, control and coordination of services, activities and operations, thus enabling delivery of consistent and quality program and services
- ❖ Creating and fostering a work culture characterized by a client service focus, quality management and continuous improvement
- ❖ Participating in the selection of motivated and able staff
- ❖ Planning, organizing and coordinating programs and projects

PERFORMANCE EXCELLENCE: Ensure the effective performance, financial accountability and integrity of the overall infrastructure and operations is maintained by:

- ❖ Ensuring teams are aware of overall direction, client deliverables, roles and responsibilities
- ❖ Managing service levels and operational departments with accountability for results, budget management and efficient use of resources
- ❖ Identifying continuous improvement opportunities and seeing them through to implementation
- ❖ Measuring organizational performance, analyzing activities and reporting on results
- ❖ Preparing operating budgets, managing approved expenditures, analyzing and reporting on monthly budget summaries and taking necessary actions when required

STRATEGIC ALIGNMENT: Impact success of both long-term and annual strategies to implement the Corporate Mission, Vision and direction by:

- ❖ Advising and making recommendations to owners on various plans, issues and business decisions
- ❖ Advising, directing and managing internal project plans, policies, programs, and schedules to accomplish corporate goals and objectives
- ❖ Building and sustaining a collaborative, high performance team culture that encourages creativity, innovation, empowerment and vision

Requirements:

- ❖ University degree in business, or equivalent career experience
- ❖ Significant operational experience: ideally worked in a senior management role with progressively more responsible positions for 6+ years
- ❖ Direct project management experience on multi-faceted, timeline driven projects
- ❖ Bilingual – French/English an asset

Qualifications:

- ❖ Excellent **resource management** skills, with experience across a range of organizations
- ❖ Strong **leadership** skills, with a focus on coaching, mentoring and motivating employees
- ❖ Strong **work ethic**, with a high level of integrity, confidentiality, and accountability
- ❖ Excellent interpersonal skills and demonstrated ability to **work collaboratively** with peers, teams and clients
- ❖ Sound **project management**, planning, prioritization and execution skills, including the ability to identify key issues and to coordinate multiple projects and priorities
- ❖ Creative and strategic **problem solving** and decision-making skills
- ❖ Effective tact and diplomacy skills, including solid negotiation, **conflict resolution and people management** experience
- ❖ Strong verbal and written **communication**
- ❖ Excellent organization and **analytical** skills, including experience in data analysis and reporting
- ❖ Knowledge and understanding of third party contact centre functions
- ❖ Basic knowledge of regulated industries

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