



## Medical Information Associate

### Location: Moncton

Are you a pharmacist looking for a unique and exciting change? How does a Monday to Friday 9 to 5 type position sound? HealthConnect is growing! We are looking for two Medical Information Associates to join our Pharmacy Team in our Moncton office.

### As a Medical Information Associate, your main responsibilities will be:

- ❖ Providing outstanding customer service in a multi-channel Medical Inquiry Call Centre by receiving calls, emails and other correspondence from customers. Customers may include patients, consumers, healthcare professionals and client staff. The MIA is required to interpret, understand and communicate medical and scientific information to the customer in a meaningful way.
- ❖ Reporting adverse events and product quality complaints within the required timeframes, as well as documenting and conducting follow ups.
- ❖ Documenting medical inquiry and case entries clearly and accurately while following privacy regulations and to include purpose, actions and outcomes, as relevant.

### Qualifications

- ❖ Bachelor of Pharmacy or equivalent
- ❖ Must be bilingual (English & French - written and spoken).
- ❖ Excellent medical literature searching/medical writing experience
- ❖ Ability to easily learn medication and disease therapy areas
- ❖ Excellent interpersonal and customer service skills
- ❖ Ability to multi-task
- ❖ High attention to detail and accuracy
- ❖ Knowledge of healthcare/pharmaceutical industry considered an asset, as would previous medical information experience

If you would like to be part of this great team, we invite you to join our company by submitting your resume, describing how you meet the qualifications for the position, to [skemp@healthconnect.ca](mailto:skemp@healthconnect.ca).

*No phone calls please. We thank all candidates for their interest, however, only those selected for interviews will be contacted.*

*The above statement reflects the general duties considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.*