



Optimed Software Corporation, a QHR Technologies Inc. company, is looking for a:

Client Services Representative – Toronto

Optimed Software Corporation is a wholly owned subsidiary of QHR Technologies Inc. and is based in Kelowna, BC. Optimed's product, Accuro® EMR, is an electronic medical records (EMR) software application for physicians and their clinics. The primary business of Optimed focuses on the development, marketing, distribution and delivery initiatives for Accuro to clinics across Canada. Accuro is the highest customer rated National EMR software package in Canada. For further information on Optimed, please visit our website at: www.optimedsoftware.com

Position Summary:

Optimed is looking for a Client Services Representative (CSR) that will be responsible for providing application support to our clients via email and phone support. The CSR will also appropriately route general questions or concerns about sales opportunities, software licensing and user management. The position offers highly motivated self-starters, an opportunity to join a successful, dynamic company.

Essential Functions:

- Providing a prompt and professional first contact response to customers requesting support services via telephone, email and internet in order to ensure that SLA requirements are met.
- Prioritize incoming calls and email to ensure high priority customer issues are immediately addressed.
- Identifying product or service problems by clarifying the customer's concerns or issues, and taking appropriate action to record the issue in Salesforce CRM prior to escalation to Client Services Analysts.
- Respond to Completed Cases, informing Customer of Issue Resolution
- Respond to New User requests
- Respond to requests for new forms to be included in Accuro®
- Additional tasks, responsibilities, and special projects as assigned from time to time.

Qualifications:

- Intermediate computing skills
- Demonstrated experience working in a service oriented position
- Demonstrated experience working in a fast paced environment
- Pleasant and professional demeanor on the telephone
- Completion of a MOA or MDOA program

Total Rewards:

We offer a competitive compensation and attractive benefits package.

Please email your resume in Word or PDF format to lbarrett@qhrtechnologies.com

Thanks to all those that apply. Only those chosen for an interview will be contacted.

QHR Technologies Inc. has a vision of being a Top 100 Technology Company and a Top 100 Employer. Our results and culture all point to personal growth, opportunities and success. Optimed Software Corporation is a wholly owned subsidiary of QHR Technologies Inc., a publicly listed company (TSX-V:QHR). QHR Technologies was recently recognized by the 2010 Branham 300 list in the 'Top 5 Pure Play Healthcare Companies' list, the 'Top 10 Growth Companies' and the 'Top 20 Movers and Shakers' list as well as listed on the 'TSX Venture Exchange Top 50' list. As well, QHR Technologies was recently named as a finalist in B.C.'s 'Technology Impact Awards (TIA's) in the category of 'Emerging Company of the Year' for its outstanding performance as a technology enterprise. The TIA's recognize British Columbia's most innovative and dynamic technology companies. QHR Technologies Inc. has focused on the business development of promising Canadian technologies to meet the needs of emerging or under-developed markets. This strategy has generated profitable revenues, while earnings have allowed QHR to prosper and grow on behalf of shareholders. Capitalizing on its management expertise, QHR continues to source new markets and technologies through mergers or acquisition. For further information on QHR Technologies, please visit our website at: www.QHRTechnologies.com.