



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

### **Client Satisfaction Coordinator - Kelowna**

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](http://www.optimedsoftware.com)

#### **Position Summary:**

Optimed is looking for a Client Satisfaction Coordinator to join our growing company. This essential role will provide a single point of contact to both clients and internal teams engaged in resolving client issues. This is not a "doing" role but a coordination role: working with functional managers to assign the necessary resources and monitor progress to meet agreed upon completion goals and communicating status to clients.

#### **Essential Functions:**

- Drive client satisfaction by coordinating internal team effort to deliver solutions to client issues
- Own and maintain the "critical client list," ensuring that action plans exist and progress is made for each identified client
- Monitor service delivery to critical clients ensuring that they remain strong references for Optimed
- Add value to client relationships by identifying, facilitating and bridging communication gaps that may exist in the day-to-day process
- Interact with client (doctors and their staff) to ensure all issues are uncovered and action plans are in progress
- Escalate internally as necessary, to remove any barriers that may arise
- Communicate status to senior leadership through daily dashboard updates and weekly reports

#### **Qualifications:**

- Excellent interpersonal skills that allow building effective working relationships with a diverse cross-functional group: physicians, their staff, colleagues, and management
- Ability to analyze data and business process, highlighting opportunities for improvement
- Highly customer service oriented
- Excellent listening skills and excellent oral and written communication skills

- Excellent organizational skills and detail oriented
- Ability to manage multiple tasks within strict deadlines
- Above average skill with the Microsoft Office products (Word, Excel, Power Point); a “power user”
- Understanding of medical office environment a distinct asset

**Desirable Experience:**

- Senior client service
- Project management

**Total Rewards:**

We offer a competitive compensation and attractive benefits package.

Please email your resume in Word or PDF format to [lbarrett@qhrtechnologies.com](mailto: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](http://www.QHRTechnologies.com).