



MED2020 Health Care Software Inc. is looking to fill the position of **Director of Client Services (Location - Ottawa)**.

The Director of Client Services will work with the Management Team to provide guidance in developing industry-leading client services and support for our software products. He/she will build and maintain positive working relationships with our client base and third party organizations and will be the first line of escalation for any client support problems or issues that may arise. The Director of Client Services will contribute expertise in a team environment that continually enhances the quality of our software products and proactively anticipates our clients' needs.

Education / Experience:

- Certification from the Canadian Health Information Management Association
- Minimum five years management experience in the health information management field and/or software industry.
- Experience with MED2020 products
- Previous experience in a customer support environment (preferred)
- Previous experience with privacy legislation (preferred)

Technical and business skills:

- Project Management experience relevant to systems implementation
- Demonstrated competence with Crystal Reports or other reporting tools (an asset)
- Sound working knowledge of CIHI data collection, grouping and submission requirements
- Respect for confidentiality and privacy of personal health information.
- Demonstrated competence in MS Office applications
- Above-average organizational skills
- Demonstrated ability to quickly adapt to a fluctuating workload and prioritize accordingly.
- Other assets: Citrix, SQL Reporting Services, Microsoft CRM

Soft skills:

- Demonstrated leadership qualities and ability to work well in a team environment
- Excellent verbal and written communication skills with strong presentation skills
- Time management, project tracking and excellent organizational skills are essential
- Ability and willingness to travel to client sites and health record industry related events (position requires travel up to 25%)
- Bilingualism (English / French) - an asset

Summary of Essential Job Functions:

- Manage day-to-day operation of the Client Services Department including Reception
- Provide weekly department activity update to the Executive Management Team
- Liaise with other departments to implement improvements to customer service
- Maintain metrics and key performance indicators to track performance
- Manage Client Implementation projects and ensure clear communication with Product Management to update overall Project Plan
- Work closely with Product Managers to review and recommend implementation of client enhancement requests
- Serve as first point of escalation for client complaints and issues
- Create/ensure the completion of client facing documentation
- Interact with third parties such as CIHI and Manitoba Health
- Support Sales by answering application-related questions
- Assist in creating responses for RFP's/RFI's
- Provide product demonstrations and attend shows/related events

- Ensure that Client Services Quality Management System (QMS) Procedures are kept current
- Maintain knowledge of all QMS Procedures and monitor to ensure compliance
- Maintain knowledge of all MED2020 software product functionality
- Conduct performance reviews on all Client Services staff
- Act in the capacity of MED2020's Privacy Officer

Submit your resume to Ruth Barrett (Human Resources) ruth@med2020.ca with "Director CS Application" in the email subject line. Resumes must be received by March 9th, 2010.

Please note that only those who meet the specified criteria will be contacted for an interview.

This job posting is intended as a guide to reflect principal functions of the job. However, it is not an all-inclusive listing of the required job functions. Further, the job description is subject to change at the discretion of management.