

Customer Service Technician

9-month contract



MacKenzie Healthcare Technologies Ltd.
Musquodoboit Harbour, NS

MacKenzie Healthcare Technologies Ltd., an award-winning startup headquartered in Musquodoboit Harbour, Nova Scotia, is gearing up to begin taking its trademarked and patent-pending medical device, Paraglide – an automated repositioning system for wheelchair users – to local, national and international markets.

With sales launching this summer, we're building a small but mighty team to make sure we hit the ground running – strategically paced, and in the right direction. People who join our team will experience the thrill of growing a company from a hustling startup to a global exporter.

This venture is new, but our team is solid and experienced with 13 years of manufacturing success under our belt through our sister company, MacKenzie Atlantic, and decades of experience on our team doing everything from product design and mass production to marketing communications and international sales.

About the Opportunity

Tapping into the National Research Council of Canada's Youth Employment Program, we've created three new, dynamic, entry-level contract positions to help us prepare for commercialization, sales and exports. Open to new and recent graduates, these positions are: Marketing Coordinator, Business Development & Sales Coordinator, and Customer Service Technician. For the right candidate, there is potential for these to become full-time, permanent positions – and opportunity for further advancement as our company grows. We're offering competitive compensation for this 9-month contract.

Key responsibilities

The primary focus of the **Customer Service Technician** is to provide technical support to customers, including retail partners, long term care facilities, distributors and end user clients. Duties may include:

- Answer questions regarding product usage and features; troubleshoot issues over the phone
- Log customer inquiries and issues
- Respond to customer complaints in accordance with corporate procedures in accordance with our Medical Device Establishment License
- Train and support retail and facility-based installation technicians; travel may be required
- Prepare reports for the management team highlighting the primary reasons for customer inquiries in order to make improvements where necessary (for example, to future product

development, packaging, instructions, manuals, online videos, education sessions to retail partners, etc.)

- May be required to occasionally disassemble, inspect and assemble returned units

Eligibility criteria

To participate in the NRC Youth Employment Program, candidates must meet the program's eligibility criteria: https://www.nrc-cnrc.gc.ca/eng/irap/services/youth_initiatives.html

Qualifications & Attributes

- Must have proven customer service/people skills
- Post-secondary education in a technical field an asset
- Mechanical aptitude, with an ability to build an understanding of a medical device from the inside out
- Comfort using basic hand tools and handling small electronics with care
- Must have confidence, a positive attitude and excellent communication skills, in writing, over the phone and in person
- Logical and analytical approach to problem solving; ability to troubleshoot inquiries and challenges with minimal support
- Ambitious and self-directed, but equally able to take direction and work collaboratively in a team environment
- Curious and inquisitive; not afraid to ask questions
- Ability to travel within Nova Scotia, Atlantic Canada and possibly beyond, to train installation personnel including retail partners, distributors, and facility-based health/continuing care clients
- Proficient in MS Office programs, including Word and Excel; experience using a Customer Relationship Management system an asset
- French language an asset

Introducing a new product in a new product category means we're heading into some uncharted territory. Joining a new venture means taking a leap without fully being able to see the other shore. We see this as exciting.

As the ideal candidate for this role, uncertainty can't scare you. Moving goal posts can't deter you. People who join our team must be honest and accountable, carrying out their work with a high degree of professionalism and integrity. You need to be as comfortable working independently as you are taking direction and supporting others, willing to roll up your sleeves to help the team when it matters. Attention to detail is key, as is dedication to quality and customer service. You're as passionate and enthusiastic about your work and your talents as you are about contributing to our company's mission to prevent injuries and bring dignity to people's lives.

To apply

Please send us your resume and a 1-2 page cover letter (in PDF) describing what makes you an ideal candidate for this role via email to: matthewmackenzie@mackenzieatlantic.com

Application deadline is 12:00 noon on Monday, March 11, 2019. Position start date is flexible, expected to begin early June.

We appreciate all expressions of interest, however only those selected for interviews will be contacted.

Check us out!

To learn more about MacKenzie Healthcare Technologies Ltd. and the award-winning Paraglide automated repositioning system for wheelchair users, visit www.paraglidedevice.com or “MacKenzie Healthcare Technologies” on Facebook.