

https://intscanada.com/job/client-care-and-operations-analyst/

??????????-Client Care and Operations Analyst

Date posted 2023 [7] 31 [7]

Description

Benefits

Pulled from the full job description

- · Dental care
- · Extended health care
- Life insurance
- · Paid time off

Job Description

Bedford Medical Alert is the industry-leading Medical Alert technology service provider in Canada. We are a family-owned and operated company that is committed to delivering the best life-safety technology solutions to our seniors and their families by implementing innovative solutions that improve quality of life. Bedford is synonymous with safety and security. We believe in going the extra mile and are looking for people who care – and who also enjoy caring for others. Our company culture strives to excite, support, engage and challenge our team members.

Job Description

Bedford Medical Alert is seeking an Care Operations Analyst to join our team in Toronto, ON. This position will be responsible for supporting the day-to-day operations of our business.

This is an office and field-based role that is ideal for individuals who enjoy working with the elderly and their care providers. The role also provides an opportunity to flex your work schedule.

Essential Duties and Responsibilities:

- Fluent in English, a second language is helpful but not required
- Excellent verbal skills

- Valid Driver's License
- Must have a personal vehicle (a vehicle allowance is part of the compensation package)
- · Works well with ambiguity
- Self-starter and self-directed
- Experience using a CRM
- · Detail-oriented
- Enjoys technology and is somewhat tech-savvy

Responsibilities

- Report to and assist the Operations Manager in coordinating the sales force and device inventory
- · Receive, review, test and ship inventory
- Reviewing data in the CRM to ensure it is accurate and complete
- Visit patients' homes and care institutions to sell and install medical alert devices (when needed)
- · Review customer requests and provide customer support
- Assist clients on the phone with inquiries, connecting clients with the appropriate team member as needed
- · Clerical work at the office

This position will require a flexible schedule that will be determined by the needs of the business. Duties may require travel to different locations within the company's geographical area.

The successful candidate must have a valid driver's license and reliable transportation on a daily basis.

Job Types: Full-time, Permanent

Salary: \$40,000.00-\$45,000.00 per year

Benefits:

- Dental care
- Extended health care
- Life insurance
- Paid time off

Schedule:

Monday to Friday

Supplemental pay types:

· Bonus pay

Ability to commute/relocate:

 Toronto, ON M4W 3E2: reliably commute or plan to relocate before starting work (required)

Education:

• Bachelor's Degree (required)

Experience:

• Customer service: 1 year (preferred)

Work Location: In person

Application deadline: 2023-08-04 Expected start date: 2023-08-01