



## **Customer Success and Implementation Manager**

GenXys Health Care Systems creates and sells clinical decision support software to assist health care providers with medication management and precision prescribing. Our software applications are used by labs, pharmacists, physicians, pharmacy benefit managers and health care organisations across the US and Canada. Many of our customers utilize pharmacogenetic testing to improve prescribing, and our software can assist health care providers in utilizing this information in a clinically actionable way.

### **Position Overview:**

The Customer Success and Implementation Manager role is a key customer-facing position where you will ensure our customers are fully supported as they implement and roll out our cloud-based software solutions. The role necessitates strong collaboration with our internal teams and our customers to ensure that GenXys's software meets our customers' needs. The Customer Support and Implementation team coordinates and leads customer onboarding and training sessions, with the support from all our other teams. The goal is to ensure a great customer experience.

### **Key Responsibilities**

1. Become a technical product expert for GenXys's software products.
2. Work collaboratively with GenXys' internal teams to understand our products and their capabilities, and how they meet our customers' needs.
3. Use and update as necessary standard operating procedures and customer facing materials for implementation, training, and onboarding of GenXys' customers.
4. Guide customers through a standardized and repeatable implementation process including being the customer liaison at all stages.
5. Educate, train and consult with customers and partners on solution deployment options.
6. Respond to customer queries in a timely manner.
7. Receive, organize, and evaluate external feedback for GenXys' software products.
8. Assist in creating training materials and documentation to ensure successful and scalable adoption of GenXys' software products.

### **Skills and Qualifications**

- Minimum Bachelor's Degree or registered Pharmacy Technician designation.
- Minimum of 2 years of experience working in a customer support, project management, software implementation, or similar role.
- Exceptional customer service skills.
- Fluent in English with excellent verbal and written communication skills.
- Proven ability to communicate in an engaging, clear and concise manner on complex subjects.
- Detail-oriented with strong analytical and problem-solving skills.
- Strong leadership skills and ability to work both autonomously and as a team player.
- Experience in the US or Canadian healthcare system or with health care technology is an asset.

Pay range is \$50,000 to \$60,000 per year based on experience. Benefits for you and your family.

This is a remote role, open to applicants who are eligible to work within Canada.

If interested, please email [info@genxys.com](mailto:info@genxys.com)