

Job Posting for Client Services Representative

Position:

NucleusLabs is actively looking for a Client Services Representative (CSR). This is a permanent, full-time (40 hours / week) position with an excellent benefits package. Target start date is within May, 2018.

Starting annual salary is \$32k, commensurate with experience.

Job Description:

NucleusLabs is looking for an outgoing Client Services Representative (CSR) who will work on a dynamic team and provide support and training to clinical end-users across Canada.

The position will involve answering phone calls directly and responding to emails from users who use our platform. The position will also play well with others and provide training to existing users and new clients via telephone and on-site sessions (some travel may be required).

Using our workflow, the CSR will interact with our software developers regarding software fixes or required changes as reported and requested. The CSR will be responsible for following up and communicating proactively.

It is imperative that the candidate has an outgoing personality, is able to handle multiple, intricate and complex problems simultaneously, works well on a team and is patient with users who may not be proficient with technology. Further, sharing in the Company's vision to build and grow software solutions that make a difference in people's lives in how they serve children, adults and families with special needs is highly desired.

Who We Are:

NucleusLabs is a "Software as a Service" (SaaS) provider of purpose-built clinical case management tools for community healthcare agencies.

Our vision is to change community service delivery world-wide. We work hard on streamlining software solutions so that our users can spend more time with the people they serve and less time on administrative work.

We value:

- Everyone's contribution and listening to each other
- Taking initiative and getting things done
- Growing through the Strengths model

We are known as a premier solution for case management of government funded healthcare programs. We work directly with Government Ministries, Health Authorities and Community Service Agencies who, on the government's behalf, deliver a wide range of healthcare services to children, youth and adults.

Our solutions are primarily used to assist the clinical management of persons served in the community healthcare area. This includes managing case files, tracking waitlists, identifying service delivery milestones, ensuring continuity of care, highlighting patient outcomes, providing scheduling tools, adhering to rules around privacy and detailed reporting on all facets of services being delivered. The focus is on affecting change at the community level for improved outcomes of the people served.

Position Requirements:

- Graduate of a 2 Year Diploma Program (Technical, Computing Science or Clinical) or equivalent experience
- Proven experience in providing excellent customer support and/or training
- Ability to handle multiple workflows and prioritize
- Learn independently and handle on-the-job training

You Must Be:

- A Canadian Citizen or Landed Immigrant
- Completely fluent in the English language (spoken and written)
- Able to work onsite in Surrey (we are close to the Skytrain and other transit) – no remote work

Action:

Send the following in PDF format to hr@nucleuslabs.com

- 1) **Cover Letter** – Please include questions you would like to ask our Customer Experience Manager
- 2) **Community** – Describe a service that your community provides that you've used
- 3) **Tidbit** – Please describe your perfect meal experience
- 4) **Resume** – Include References

Please note: If any of these items are missing or incomplete, your application will NOT be considered.

Hiring Process Information:

If selected from your resume and cover letter submission, you may be required to:

- 1) Perform a brief telephone interview
- 2) Have a face-to-face interview at our office
- 3) Perform a basic skills assessment