

# Job Specification

## **Role**

Customer Success Executive Role (South/West)

## **Location**

Remote Location: South/west of Ireland.

However, the role requires extensive travel around retail pharmacy locations in the south and west of Ireland – expected to be on the road on a frequent basis.

## **Keywords**

Customer-facing, excellent customer manner, trainer, retail training, nationwide, attention to detail, patient, dispensary systems, PMR, EPOS, ordering systems, web-based tools, pharmacy technician, retail experience.

## **About the company**

The Navi Group has over 500 pharmacy customers across Ireland. We provide a variety of ordering systems, business intelligence systems and EPOS systems to our customers with a wide focus on various technologies and delivery models. We have a growing customer base and also a variety of new IT solutions to be launched over the coming years.

## **Contract**

Permanent.

## **Essential requirements of the role**

- Over 3 years' experience in pharmacy retail, using IT systems like dispensary and EPOS systems.
- Confidence with an excellent customer manner that puts trainees at ease and ensures a comfortable and rewarding training session each time.
- Full, clean driving license.

## **Desirable requirements of the role**

- Experience in the use of and/or training of dispensary and/or retail ordering systems.
- Experience in training users in a variety of devices and web-based applications (PCs, tablets, mobile devices with apps or browser-based web applications).
- Experience working in the retail consumer or retail wholesale industry, especially pharmacy.

- Experience in using a pharmacy dispensary system like McLernons MPS, Helix or Touchstore/Integra.
- Experience in training users who are not tech-savvy on systems that can be complicated and challenging to use.

### **Key responsibilities**

- Preparation of learning materials for new and existing customers for new IT solutions or new features for existing solutions.
- Provide training in customer retail locations around Ireland on a daily basis on dispensary, ordering and Business Intelligence systems – typically to groups of 2-5 people.
- Provide occasional sales support by way of demos, answering product-related questions and organising reference calls or visits with existing customers.
- Provide training in a classroom environment at certain times of the year on dispensary, ordering and Business Intelligence systems to groups of 20 or so people.
- Installing Navi applications and connecting it up to peripherals in pharmacy (label printers, dot matrix printers, document scanners) with support from head office.
- Act as the technical face of the company to provide advice, support and answer questions on a number of systems.
- Travel would be expected around the region on a frequent basis and occasionally scheduled to other parts of Ireland, with the occasional overnight stay.

### **Work activities include:**

- When working from home, act as backup to current customer support staff - answering support calls, escalating to a more senior member of the team where appropriate
- Test new software features and solutions prior to deployment
- Liaise with each retail customer to ensure all relevant information is captured over the installation and training phase.
- Test and if required configure systems for each customer post installation (installation is by a 3<sup>rd</sup> party).
- Provide training notes.
- Ensure attendance for each training session is fully recorded and logged.
- Deliver standard training in customers' retail locations on the various platforms and systems.
- Deliver refresher training to existing customers in their retail locations.
- Provide training on the Company's products in occasional classroom locations for a larger group of customers.

### **Personal skills required**

- Excellent attitude and phone etiquette.
- Excellent written and verbal communication, motivational and people skills.
- Strong relationship-building skills and customer-service oriented.
- Excellent time management and presentation skills
- Confidence with an excellent customer manner that puts trainees at ease and ensures a comfortable and rewarding training session each time.
- Ability to learn new skills quickly – e.g. supporting or training on new applications

- As the “face” of the customer, it requires building trust and reassurance with customers so that they can quickly pick up how to use the systems and become as productive on our systems as quickly as possible.
- Full clean driving license.

### **Summary**

Navi Group is looking for a Customer Success Executive role to provide training, sales support and customer service to pharmacies based out of our Dublin office travelling around our customer base in Ireland. The trainer should be comfortable working with a large customer base of pharmacies across Ireland to train a wide variety of staff on complex and varied IT systems and platforms – the role will require regular visits to customers to install our application, complete the training and ensuring our customers are as productive and confident as possible using the systems we have created to help their business.