



Job Posting

Position: Specialist, Product Support
Department: Product Support
Reports to: Manager, Product Support
Location: Corporate Head Office, Downtown Toronto
Status: Permanent Full-Time
Posting: 640

Plexxus is a not-for-profit shared services organization which provides value added services to its Member and Customer hospitals.

Plexxus provides Transactional (Distribution, Logistics, Purchasing, Product Support, Accounts Payable), Strategic (Sourcing, Spend Management, Supplier Management, Contract Management, Innovation & Strategic Partnerships) and Support and Enablement (Information Technology, Data Governance & Management, Customer Relationship Management, Corporate Services) services.

VISION: Plexxus is the leading shared service organization in Canadian healthcare.

MISSION: Plexxus relentlessly delivers value to its Members and Customers through service excellence.

VALUES: Excellence, Responsive, Accountable, Collaborative

Plexxus serves a diverse group of hospitals consisting of specialty, community based, academic and research hospitals. Plexxus Member hospitals include: Holland Bloorview Kids Rehabilitation Hospital, Lakeridge Health, North York General, Sinai Health System, St. Joseph's Health Centre, Scarborough and Rouge Hospital, Sunnybrook Health Sciences Centre, Toronto East Health Network, University Health Network, and Women's College Hospital. Plexxus Customer hospitals include: Campbellford Memorial Hospital, Haliburton Highlands Health Services, Mackenzie Health, Markham Stouffville Hospital, Northumberland Hills Hospital, Peterborough Regional Health Centre, Ross Memorial Hospital, Royal Victoria Regional Health Centre, Southlake Regional Health Centre, and Stevenson Memorial Hospital.

We are recruiting for a Specialist, Product Support to be responsible for the following:

Accountabilities:

- Support the introduction of new products into the hospital, ensuring all clinical protocols have been followed, including oversight of product/clinical trial Facilitation of product transitions, including coordination of activities with Purchasing, Sourcing and In-Hospital Logistics departments
- Management of backorders and product substitutions
- Management of Supply related support Tickets
- Management of multi-stakeholder relationships
- Support the Manager, Product Support with required reporting
- Responsible for running queries and reports in SAP as well as processing transactions in the ECC module
- Assists in preliminary evaluation of products to identify opportunities for standardization and communicates the benefits to the users

Qualifications:

- Minimum of five (5) years' related work experience; previous experience in product and/or clinical evaluation processes is an asset



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- Demonstrated experience in data analytics
- Proficiency or experience with SAP is an asset
- Excellent verbal and written communication skills
- Team player with the ability to work independently to manage initiatives
- Proven analytical and problem-solving skills
- Demonstrates a sense of urgency and customer service focus
- Proficient in Microsoft Office, including Word, Excel, and PowerPoint
- Proven ability to understand business processes
- Self-starter, highly motivated, works well without constant supervision

Interested candidates please apply by resume to Plexxus Human Resources at careers@plexxus.ca. While Plexxus thanks all applicants, we advise only those who qualify for an interview will be contacted.

Plexxus is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act (AODA).

Posting Date: June 27, 2018

Closing Date: July 11, 2018