

Customer Solutions Specialist

COMPANY OVERVIEW

Centred Solutions Ltd is a leading provider of innovative dispensing solutions for the pharmacy industry. We are dedicated to empowering pharmacies with cutting-edge software and technology to enhance the dispensing process and workflow whilst ensuring optimal patient care.

Our Customer Solutions Team play a pivotal role in guiding all our customers through every stage of their journey, from initial product discovery and technical design to ongoing success and growth. In parallel, this team is also responsible for identifying the development needs of our customers and products to champion the expansion of our solutions in line with market requirements and market evolution.

POSITION OVERVIEW

As a Customer Solutions Specialist you will be an integral part of our dynamic Customer Solutions Team. You will work closely with our customers, customer solution experts, and technical professionals to ensure the seamless implementation and ongoing support of our products and solutions.

You will play a crucial role in supporting our customers' success by providing expert guidance, training, and ongoing support. This role requires regular travel to customer sites to perform training and support duties, fostering strong relationships and delivering personalised assistance.

The role will involve understanding customer needs, supporting them to success and contributing to the continuous improvement of our product offerings to meet evolving market demands.

KEY RESPONSIBILITIES

- Understand our customers' workflows and detailed user requirement documents for the solution we are proposing.
- Guide customers through setup, configuration, and training to ensure successful adoption of our solutions, with a primary focus on delivering comprehensive training programs tailored to different user levels and needs.
- Ensure effective handoff and training to customer staff for ongoing solution operation.
- Support in the delivery of projects and revise plans as appropriate to meet changing needs and requirements.
- Ensure project documents are complete, current, and appropriately circulated to all stakeholders.
- Provide updates and information to management based on issues, concerns, gaps and/or possible changes to a delivery date.
- Work closely with internal stakeholders in manufacturing, IT, Sales, Marketing and Operations to ensure effective and efficient implementation of projects to meet deliverables.
- Establish and maintain effective working relationships with our customers, vendors and third party providers.
- Manage multiple, parallel project tasks using formal project planning techniques and tools.
- Responsible for understanding project goals, risks, technical and resource requirements.
- Attend all meetings relevant to a project with subcontractors and customer's representatives.
- Support in the development and maintenance of training content and associated collateral for our solutions.

- Help to evaluate and continually improve the quality of our training by gathering and analysing customer feedback.
- Extensive travel to customer sites to provide hands-on training, troubleshooting, and support, fostering strong relationships and addressing customer needs in their environment.
- Identify and highlight risks in workflow and within our product and feed back to the business.

DESIRED QUALIFICATIONS/EXPERIENCE

- Qualified pharmacist, technician or dispenser.
- Minimum 2 years' experience working in a UK community pharmacy environment.
- Experience in delivering training sessions or workshops, preferably in a pharmacy environment.
- Experience of working in a customer focused environment.
- Knowledge of applicable regulatory standards (GPhC, CE, etc.).
- In depth understanding of retail pharmacy workflows.

SPECIFIC SKILLS

- Direct and indirect leadership skills.
- Strong communication and interpersonal skills with the ability to effectively convey technical concepts to non-technical audiences.
- Problem-solving mindset with a keen attention to detail and the ability to troubleshoot technical issues.
- The ability to work under minimal supervision.
- Strong initiative and integrity.
- Ability to interact with all levels of personnel from technical to high level executive management, and influence key stakeholders in order to get things done.
- IT / Technology literate with strong desire and drive to ever increase depth of technical knowledge.
- Proficiency with Microsoft Office suite products.

ROLE REQUIREMENTS

- Frequent travel UK wide to customer sites and occasional overnight stays.
- Full UK driving licence.

BENEFITS

- Competitive salary package with performance-based incentives.
- A great learning environment and opportunities for professional development and career advancement within the company.
- Dynamic and collaborative work environment with a diverse team of professionals.

Please apply by sending a copy of your CV to Aisling McBride at amcbride@centredsolutions.co.uk