

# Bilingual Customer Relationship Manager (Medical Devices)

**Reference No.:** 1D03C  
**Language:** Advanced English, Advanced French  
**Location:** Montreal-Quebec  
**Salary:** 70K - 80K + bonus  
**Benefits:** Included  
**Account Manager:** Marijke Kanters  
**Email:** resumes@nevia.com  
**Job Type:** full time permanent

## Description

Great new opening for an experienced Bilingual (French/ English) Customer Relationship Manager/ Medical Laboratory Technologist with a growing Medical Devices (Diagnostics) company. In this position the individual will sell and provide technical support for company products to existing and new customers for the complete line of instruments, reagents and ancillary products systems. Full time, permanent position. Salary base: 70K - 80K (based on experience), 3-5 % bonus, car or car allowance, full benefits, RRSP's with company match up to 6%. gas. mileage, overtime paid after 40 hours. Must be fully vaccinated and have valid drivers license & passport. Must be based in Greater Montreal Area - Territory is Quebec Province.

## Responsibilities

- Travels throughout assigned territory to call on regular and prospective customers to solicit orders, or talks with customers in person or by phone. Demonstrates highest level of product knowledge to support internal and external customers. Quotes prices and credit terms and prepares sales contract for orders obtained
- Displays or demonstrates product, using samples, sales aids, product information to emphasize salable features and product differences including exploring customer needs for POC testing.
- Completes method verification for all purchased instruments to ensure system(s) are brought live in an efficient time period to meet the customer's expectation. This includes all reagents, instruments and middle ware product lines.
- Ensure CRM entries are up to date regularly including new customers. Ability to demonstrate knowledge of the market and the competition.
- Assists customer with lot conversions as requested and verified by contract commitments for new reagents in an efficient time period to meet the customer's expectation either on site or remote utilizing middle ware accreditation tools.
- Assists with problem solving for customers covering reagents, kits procedures, adaptations, software upgrades, and instruments as appropriate and when necessary follows organization's escalation SOP.
- Understands RFP protocol and follow SOP for proposal.
- Ensures all administrative tasks are completed timely and within assigned deadlines.
- Assist customers and the service department with instrumentation as well as generic and specialized product trouble shooting as appropriate and when necessary follows organization's escalation SOP.
- Develops and maintains relationships with procurement groups and management.
- Attends trade shows and demos products. Demonstrates instrumentation including setup and break down.
- To ensure meeting company objectives, completes business plan per territory . Attends MBRs to review business plan with team and necessary management.
- Coordinates problem solving for customer covering reagents, kits, procedures, adaptations, software upgrades, and instruments as appropriate
- Supplies appropriate communication and documentation regarding all above mentioned issues.
- Works with co-workers to keep account activities and literature up to date.
- Follow SOP - facilitates pre-site installation inspections as required.
- Gives presentations where requested.
- Responsible for exploring customer needs for Point of Care testing in coagulation at each sales call, noting in CRM details of current Point of Care testing vendor, and informing the appropriate Group affiliate of any immediate needs uncovered.
- Estimates date of delivery to customer, based on knowledge of own firms' production and delivery schedules.
- Performs customer on-site evaluations/demonstrations/lectures as requested.
- Coordinates customer training.
- Tracks stock levels.
- Helps in updating and maintaining technical/competitive product files.
- Supplies appropriate telephone support. Manages expenses by adhering to company T&E policy.
- Works on special projects as assigned by management.

## Qualifications

- High school diploma or equivalent required. Bachelor's degree from four-year college or university preferred, CSMLS accreditation preferred, and two or more years related (Medical Laboratory Technologist) experience.
- Valid Driver's License
- Must be fluent in written and verbal French and English.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Must be able to travel 70% of the time.
- Ability to travel internationally.
- This job requires the individual to be fully vaccinated against COVID-19, absent a legally required accommodation under applicable provincial human rights legislation. Our vaccination policy is in accordance with our duty as an employer under applicable provincial workplace occupational health and safety legislation and further to public health directives