



Mohawk Shared Services began in 1972 as a central laundry for hospitals in southern Ontario. Today, in addition to linen services, we also provide services in supply chain management and employee assistance counseling, as well as a diagnostic imaging repository. Our vision is to excel as a shared services organization by delivering services that support health care and our communities.

The growth of this organization can be attributed to our employees' knowledge, skill and commitment to providing our customers with the highest standards of quality service.

Mohawk Shared Services is currently recruiting a Clinical Development Specialist for their Linen Services business stream.

Clinical Development Specialist

Reporting to the General Manager, Mohawk Hospital Linen Services; the Clinical Development Specialist will act as the representative for Mohawk Hospital Linen Services' specialized clinical products and services to existing and potential clients across the region.

This role combines clinical expertise with customer service skills to build, develop and maintain client relationships.

KEY DUTIES AND RESPONSIBILITIES:

1. Works collaboratively with member clinical departments to optimize product selection and utilization.
2. Effectively trouble shoots concerns, in addition to identifying suggestions for improvements.
3. Makes decisions relating to product substitution, conversion, addition, deletion and change. Facilitates the process for product trials, evaluations and outcome analysis.
4. Builds positive relationships with potential customers and various health care service providers.
5. On-site customer support for education, training and adoption.
6. Work collaboratively with multidisciplinary teams/groups, varied internal and external individuals to affect change and create improvement
7. Target, evaluate and implement new business initiatives/opportunities.
8. Seek opportunities for continuous improvement.

QUALIFICATIONS:

1. Certified health care professional with relevant clinical experience of no less than 5 years.
2. Sales or related experience in custom sterile packs and procedure based delivery systems.
3. Excellent Customer Service skills. Proven ability to work with both clinical, non-clinical and management clientele.
4. Strong relationship management skills (internal and external)
5. Experienced in resolving conflict, using initiative and participating in group decision making
6. Excellent interpersonal skills
7. Excellent verbal and written communication skills
8. Problem solving skills and the ability to make effective decisions
9. Excellent presentation skills
10. Excellent organizational skills
11. Self-motivated and able to work with very little supervision
12. Able to work within a team and collaborate to achieve results

Mohawk Shared Services is a HOOPP employer offering a competitive salary and comprehensive benefits package.

Qualified candidates with a desire to join our innovative team are invited to submit their resume, in confidence to:

dvarga@mohawkssi.com

We thank all applicants for their interest, however, only those selected for an interview will be contacted. If contacted for an interview, please inform us should any accommodation be required.

Closing Date: March 2, 2012