

FULL TIME Client Service Representative (Maternity Coverage) For Southern Alberta

The Company:

WDDC is a dynamic company distributing products to Veterinarians across Western Canada since 1983. We are seeking a full-time Client Services Representative (Maternity Coverage) to join our team. This individual will provide in-clinic and virtual support to the staff/owners within veterinary hospitals located in Central and Southern Alberta. Ideally, the candidate will reside in Calgary or the surrounding area, as that is where most of our members reside. This position does not require the selling of products, it is strictly education and support within veterinary hospitals.

The successful candidate will:

- Advise veterinary practices about services and benefits of being a member of Western Drug Distribution Center.
- Develop new and maintain existing relationships with veterinary hospitals located across Southern Alberta (Calgary region and Southern Alberta).
- Plan efficient territory on-site visits for over 230 active veterinary practices within the territory. This position will include highway travel and some overnight stays.
- Educate veterinary hospital staff on efficient and effective ways to manage their inventory, client education and order fulfillment practices.
- Create strategies for clinics to promote their practices and gain advantages from our complementary tools and programs.
- Prepare presentations to promote our services and programs including electronic ordering, ecommerce tools and website training.
- Participate in veterinary and RVT conferences, or in house training within the province of Alberta.
- Have a solid understanding of Veterinary clinic practice management systems such as Cornerstone, Avimark, Impromed, Evet, NEO and EzyVet.
- Be proficient in using virtual meeting platforms to conduct educational sessions within the territory.
- Work closely with internal departments within WDDC head office as well as with the other external Client Services representatives.
- Review sales reports and take initiative to investigate business opportunities where required.

Qualifications:

- Outside sales experience: 3 -4 years (preferred)
- Previous experience in the veterinary industry with knowledge about the inner workings of a veterinary practice. Preferably experience with making personal visits to veterinary clinics.
- Related College Diploma or technical institute designation within the industry, is a definite asset
- Possess a firm understanding and expertise with MS Office; email and web-based applications and comprehend technical programs.
- Strong organizational skills, detail oriented with the ability to multi-task.
- Excellent communication skills (both oral and written) being especially competent in detailing out the clinic visits for management review.
- Outstanding customer service skills with the ability to identify and prioritize the most critical requests.
- Valid driver's license and reliable transportation.

Job Type:

Maternity Coverage Full-time salary position. Monday to Friday, applicant should be prepared to experience extended days with travel, some overnight stays and attendance to conferences that could fall on an evening or weekend.

Benefits:

- Health Spending
- Gas Card and Car allowance
- Dental
- Medical
- RRSP matching
- Percentage of internet and phone expenses paid

To apply for this position please email Lynn Levins (Bussey) Director of Client Services at llevins@wddc.com