



QHR Software Inc., a QHR Technologies Inc. company, is looking for a:

Implementation Services Coordinator – Kelowna or Toronto

QHR Software Inc. is a wholly owned subsidiary of QHR Technologies Inc. and is based in Kelowna, BC.

Position Summary:

The Implementation Services Coordinator role will report directly to the Solutions Delivery Manager.

The primary accountability of the Implementation Services Coordinator is to drive client satisfaction in QHR's delivery of Services engagements.

The Implementation Services Coordinator is responsible for working with our customers to craft and negotiate service engagements, administer Letters of Engagement/SOWs, and ensure all internal systems are updated with the details of said service engagements. The Services Coordinator will be responsible for ensuring that client expectations are well met which will allow for timely billing and recognition of Services Revenue.

In conjunction with the Solutions Delivery Manager, the Services Coordinator is responsible for the creation and fulfillment of net new services opportunities that are geared to growing the business, maximizing consultant billable utilization, departmental revenue and profitability.

To learn more about us, please visit our website at www.QHRSoftware.com.

Essential Functions:

- Follow-up with clients on requests for additional training & implementation services.
- Gather business requirements for client services work (timing, content, budget etc.) and craft appropriate service solution set to meet the needs of the client
- Effectively translate services into Letter of Engagement contracts
- Ensure written acceptance of contracts is secured prior to engaging consultants on Services Engagements.
- Setup opportunity ids in Salesforce for tracking purposes.
- Schedule and brief consultants on service opportunities
- Maintain internal tracking systems including Implementation Revenue forecast and Implementation Schedule calendar.
- Schedule travel commitments for consultants (if consultants unable to do so)
- Manage issues/escalations that arise during course of services engagement delivery
- Conduct post engagement follow-up to ensure that client expectations have been met and fulfilled

- Process and authenticate timecards to contracts for invoicing. Process month-end invoicing requirements with the QHR Finance organization and complete reconciliations against forecast
- Interface with Software Sales organization to address service opportunities
- Proactively contact customers for outstanding Accounts Receivables.
- Work with Solutions Delivery Manager to craft and execute on Services Sales campaigns
- Identify and maximize revenue opportunities in all phases of the customer relationship
- Be a contributor to the continual development and improvement of QHR's implementation and training delivery practices

Qualifications:

- 3-5 years' experience working within the Professional Service division within a Software Vendor organization
- Excellent writing and grammatical skills
- Excellent customer relationship management skills including the ability to effectively manage complex issues and escalations
- Experienced in managing projects
- Demonstrated success in exceeding client expectations
- Excellent problem solving ability
- Superior attention to detail with excellent organizational skills and ability to multi-task
- Results-oriented attitude with the ability to prioritize and meet deadlines
- High-energy level and ability to work within a very fast paced environment
- Eagerness to contribute in a team-oriented environment
- Positive can-do attitude to embrace and take on other duties as assigned, directed or requested
- Ability to maintain confidentiality of sensitive client information
- Accounting knowledge an asset
- Experience in Salesforce Customer Relationship Management Software an asset but not required
- **Experienced in supporting the implementation of HR/Payroll or Financials software applications a definite asset**
- Preference will be given to candidates with experience in the Canadian Healthcare vertical

Total Rewards:

We offer a competitive compensation and attractive benefits package.

Please email your resume in Word or PDF format to lbarrett@qhrtechnologies.com

Thanks to all those that apply. Only those chosen for an interview will be contacted.

QHR Technologies Inc. has a vision of being a Top 100 Technology Company and a Top 100 Employer. Our results and culture all point to personal growth, opportunities and success. QHR Software Inc. is a wholly owned subsidiary of QHR Technologies Inc., a publicly listed company (TSX-V:QHR). QHR Technologies was recently recognized by the 2010 Branham 300 list in the 'Top 5 Pure Play Healthcare Companies' list, the 'Top 10 Growth Companies' and the 'Top 20 Movers and Shakers' list as well as listed on the 'TSX Venture Exchange Top 50' list. As well, QHR Technologies was recently named as a finalist in B.C.'s 'Technology Impact Awards (TIA's)' in the category of 'Emerging Company of the Year' for its outstanding performance as a technology enterprise. The TIA's recognize British Columbia's most

innovative and dynamic technology companies. QHR Technologies Inc. has focused on the business development of promising Canadian technologies to meet the needs of emerging or under-developed markets. This strategy has generated profitable revenues, while earnings have allowed QHR to prosper and grow on behalf of shareholders. Capitalizing on its management expertise, QHR continues to source new markets and technologies through mergers or acquisition. For further information on QHR Technologies, please visit our website at: www.QHRTechnologies.com.