



Title: Vestigo Product Specialist / Account Manager

Reports To: Director of Research Products

Job Summary

The focus of this role is to ensure Vestigo clients have an exceptional experience in their interactions with our company and our products, to help them realize the value of their investment in our solution, and to be their internal champion. This role also supports our implementation process for Vestigo and any interfaces and integrations with Vestigo.

In addition to the external focused responsibilities associated with client account management and communication, the person in this role will also collaborate with a cross-functional team to make sure our products meet or exceed our clients' expectations by providing input into the product development and testing process and assisting with help desk tasks, participating in external communications, and consulting.

This is a 100% remote/home-office based position that requires access to a professional work space with a reliable high speed internet connection.

Summary of Essential Job Functions

Client Implementation, Education and Training

- Provide /assist with client implementations and training for all new Research Product clients
- Assist in the creation and maintenance of all user documentation to support the successful use of the research products by all user types
- Assist with the implementation and training of Vestigo clients installing interfaces and integrations

Account Management

- Work with Sr. Account Manager to provide high level support and consultation to Research Product clients to optimize their use of software features, optimizing workflows to meet regulatory standards based on product knowledge and subject matter expertise
- Develop a trusted advisor relationship with clients; build and maintain strong, long-lasting customer relationships
- Monitor and analyze customers' usage of our product, report on trends to management, provide suggestions based on findings



- Assist with maintaining a library of best practices based on client interactions and subject matter expertise in collaboration with the other Research Products team members
- Travel to represent the Research Product business unit for client site visits, account management visits, implementations, and as necessary, sales and marketing opportunities.
- Support the entire Research Products team to ensure a seamless customer experience to all clients

Client Support and Communications

- Develop and maintain subject matter expertise in Research Pharmacy by participating in educational opportunities, reading professional publications, maintaining professional networks and participating in professional organizations
- Provide technical support for existing clients using established company processes and tools (Kayako, CRM, phone, email)
- Maintain a high standard of responsiveness, ensuring high levels of client satisfaction with our support experience
- Support client scholarly activities as requested to highlight success of the Research Products
- In collaboration with the Director of Research Products and Vestigo Business Unit consult with clients on best practices, existing and novel uses of software features
- Provide guidance and feedback on all client and prospect communications, such as the MGI website, newsletters, training and sales and marketing materials

Product Development and Testing

- Work with the Research Pharmacy Team and the Development Team on all open issues relating to research product based on feedback provided by Research Product Team members
- Provide recommendations to the Director of Research Products relating to the direction of Research Products based on client feedback and interactions
- Translate enhancement requests into high-level specs to design company's products as assigned
- Assist with testing of research product releases and new features in collaboration with the Research Products Team

Other Duties

- Perform other duties as needed



Required Skills, Education and Experience

- Pharm.D. or equivalent working experience
- Subject matter expertise in research pharmacy (Investigational Drug Services) at clinical sites. (At a minimum 2 years of relevant experience required).
- Demonstrated superior client relationship management skills
- Quick learner, eager to embrace new skills and technologies
- Advanced user of Word, Excel and PowerPoint
- Excellent organizational skills with ability to work independently and manage projects with many moving parts
- Ability to perform duties in an efficient, professional, and courteous manner
- Excellent written and verbal communication skills
- Must be eligible to work in the U.S.

Desired Skills and Experience

- Familiarity with Help Desk processes and software (Kayako, etc)
- Experience with the Vestigo application
- Experience with databases, SQL, and Agile methodology concepts
- Previous experience supervising employees
- Experience managing accounts and/or providing customer support (> 5 years)

About Us:

The McCreadie Group is an award winning, dynamic software company delivering market leading solutions in the pharmacy education and research pharmacy markets. We are passionate about providing superior experiences for those we work with – both through our technology and through our people. We offer competitive salary and benefits, a casual work environment, and the ability to work remotely for qualified candidates.