

Operational Client Management (OCM) Representative

Inception Lifebank Cord Blood Program is a growing biotechnology company based in Mississauga. We offer our employees a modern day, open concept, team-focused environment, where you can dress casual every day. We also offer a competitive compensation and benefits package and are known for the great care we take of clients and employees alike.

Inception Lifebank Cord Blood Program is Canada's largest and most experienced cord blood program in Canada. As a market leader, Inception Lifebank is committed to providing clear and balanced educational information to help Canadian families make an informed decision regarding cord blood and cord tissue banking options.

The Role: We are looking for a highly motivated and energetic **Operational Client Management (OCM) Representative**. This role is responsible for post-enrollment client management. The successful candidate will offer superior customer service, managing all client documentation and reporting related to client charts including client eligibility, sample acceptance criteria etc. In addition the candidate will manage the enrolment process as required.

This role is a full-time, maternity leave replacement role (**1-year contract**), based at our head office in Mississauga, Ontario.

Key Accountabilities

- Answer incoming phone calls.
- Provide clients with written notifications. Phone follow-up with clients to obtain any missing information.
- Provide written reports to clients and team leads as applicable.
- Review client medical history and risk assessment questionnaires.
- Screen clients to determine eligibility as per SOP.
- Categorize Culture and Sensitivity, and serology reports.
- Audit reports for completion and accuracy of information.
- File and scan reports.

Requirements:

- Completion of Medical Office Admin diploma program or post-secondary education in a relevant and/or related field/industry.
- 2-3 years outbound call experience preferably in a customer service team is an asset.
- High attention to detail is required.
- Exceptional telephone communication skills and etiquette.
- Proficiency with Microsoft Office. Experience with Microsoft CRM is an asset.
- Experience with data input and management.
- Able to follow Standard Operating Procedures in a highly regulated environment

Qualified candidates should forward their resume to: hr@insception.com. Inception Lifebank is an inclusive employer and we encourage applications from all qualified candidates and will accommodate applicants' needs under the human rights codes throughout all stages of the recruitment and selection process. Information received relating to accommodation will be addressed confidentially. We appreciate and review all applications, however, only those qualified for an interview will be contacted.

For more information, visit: www.insception.com/careers