



Client Care Representative

Paris, ON | Full-time

Aleafia Health is committed to being Canada's leading patient-focused healthcare enterprise offering medical cannabis care. Our mission is to build a global cannabis brand. Through education, research, and development, we will advance the cultivation and science of medically authorized cannabis.

In the role of Client Care Representative, you will ensure maximum client satisfaction by registering clients, verifying physicians, placing orders, answering questions, providing further assistance and direction where appropriate.

The ideal candidate must be proactive and thrive in a fast-paced environment. They must work as part of a team and pride themselves on the service they provide to the public. They understand each client is unique, and they can communicate effectively while being respectful at all times.

ESSENTIAL FUNCTIONS

- Review client orders and verify authenticity as required
- Create, manage, update and record all required records using the designated electronic and paper filing methods
- Use Microsoft Suite and in-house custom software to prepare and maintain confidential patient information
- Provide a timely and courteous response to all customer inquiries across multiple platforms
- Anticipate problems and initiate corrective actions under the guidance of the Client Care Manager
- Follow up with clients on discrepancies as required
- Co-ordinate accounts for billing as required
- Track product shipments until delivery is confirmed
- Patient follow-ups as required
- Will adhere to all occupational health and safety regulations and inhouse policies
- Other duties as assigned

ROLE REQUIREMENTS/ABILITIES

Experience / Education

- Post-secondary degree or diploma or accredited program in Health Care or Business Administration
- 1 Year of experience in a Customer Service or Health Care setting
- Working knowledge of the Cannabis industry would be an asset

Skills & Abilities



- Strong verbal and written communication skills
- Meticulous attention to detail and self-motivation
- Experience with Microsoft Office as well as the ability to learn new software and applications
- Ability to strictly adhere to policies and procedures
- Ability to work independently and as part of a team
- Data input accuracy
- Ability to recognize a potentially challenging customer interaction and deescalate it accordingly.
- Flexible to work off shift hours

Note: The chosen applicant will be required to successfully complete reference checks and a criminal background check.

We appreciate the interest by all candidates however we will be contacting those that best fit the requirements. Aleafia Health welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. If you are selected to participate in the recruitment process, please inform Human Resources of any accommodations you may require. Aleafia Health will work with you in an effort to ensure that you are able to fully participate in the process.

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