



TITLE: Operations Support

Rev: 3.02

Date: 28 Aug 2018

What We Do

HealthIM is a Canadian leader in mental health and provides software to support police interactions with individuals with serious mental disorders. Police are often the first responders to situations involving a mental health crisis. HealthIM is used by officers to gather observations and determine which action will help the person the most. These observations are transmitted to local hospitals to help bridge the communication gap between police and healthcare and to simplify the transfer process. HealthIM has been adopted by police agencies in Ontario and the prairies and is currently expanding across Canada. You can find out more at <https://www.healthim.com>.

About You

You are a self-motivated and adaptable individual who wants to become an integral part of a growing and dynamic small tech start-up. You are intrinsically motivated to attain mastery of content, you possess remarkable organizational skills and you have unusually strong attention to detail. You have experience in administrative support and organizational roles. You excel in a fast-paced environment and are able to manage and prioritize numerous and varied tasks. You understand the importance of precision and follow-through and enjoy being the go-to person for help and support.

What You Will Do

- Prepare detailed and customized sales materials (demo software, PowerPoint, printed materials)
- Support sales efforts and provide detailed local intelligence
- Plan and support travel
- Research and craft implementation project documentation
- Support and prepare clients for a successful implementation process
- Steward clients following completion of implementation
- Internal reporting (monthly sales reports, status whiteboards, management KPIs)
- Continuously develop, refine and document processes
- General executive support for the Director of Operations



HealthIM™

What You Will Need

- A dedicated, self-disciplined hard-working personality and work ethic
- Three (3) years of work experience (any field) post-graduation
- Education or experience in administration or executive support an asset but not required
- Desire to serve in an organizational/executive support capacity
- Exceptional diligence and attention to detail
- Very strong organizational skills
- Strong research and intelligence-gathering skills
- Ability to remain calm under pressure in a dynamic environment
- Excellent MS Office skills
- Fluency in English and strong communication skills (verbal and written) to both technical and non-technical personnel

Why work at HealthIM

We are building stronger communities by providing software that police officers use during mental health crisis calls. Every service we work with is dedicated to supporting their community and each member of our team is committed to helping these efforts. We hold each other accountable, support each other and work collaboratively in an open and candid environment.

This is a unique career opportunity to have a substantial impact on communities large and small as part of a rapidly growing software company. We value excellence because our efforts directly influence how police support individuals in crisis. If you want the responsibility of project ownership, the freedom to learn and grow, and the opportunity to make change, then this is the position for you.

To Apply

Posting Open: Immediate

Posting Closes: Wednesday 19 Sept 2018 @ 4:00pm

Application Form: healthim.com/careers