



Ontario  
Chiropractic  
Association

We are building our team to advance the chiropractic profession in Ontario. We are recruiting for a full-time **Member Experience - Software Sales & Support**. If you are excited by this opportunity, we want to hear from you.

Seize the opportunity to learn and grow in a small and high-performing team with a great culture; and have direct impact in providing software solutions for Ontario chiropractors. This is a great opportunity to expand your experience and build your career.

**Organization:** Ontario Chiropractic Association <https://www.chiropractic.on.ca/>

**Position:** **Member Experience - Software Sales & Support**, full-time permanent

**Location:** 70 University Ave. Suite 201, Toronto ON M5J 2M4

**Close:** **November 26, 2021**

The role of **Member Experience - Software Sales & Support** is to deliver the best white glove service to our members and software users. This role is to build rapport with our software users and members while: growing the OCA Aspire software sales funnel by qualifying and closing sales leads; provide software and administrative support to fulfil member queries.

Reporting to the Director, Member Experience you will:

- Performing inside sales activities to generate, progress and close OCA Aspire software sales
- Troubleshoot and resolve software support and membership queries
- Leverage strong communication and interpersonal skills to develop, maintain and leverage relationships with our members and software users

## **Required Skills and Experience**

### **Essential**

The preferred candidate will have a bachelor's degree/diploma or equivalent with the following skills, experience, and abilities:

- Sales experience, preferably inside sales
- Customer centric experience in a client support centre model
- Demonstrates exceptional customer service performance, including professional & warm phone mannerism, and a customer first mentality

- Preference for experience in Help Desk, network/IT troubleshooting, and software development life cycle
- Driven to exceed sales targets and be a strong contributor to a high performing team
- Solutions focused and results-driven
- Demonstrates true team work ethic
- Minimum of three to five years of progressive work experience in a similar role.
- Strong written and verbal communication skills
- Experience with Salesforce or similar solutions
- Advanced proficiency in MS Office applications
- Effective organizational and time management

**Ideal:**

- Interested in accelerating sales career
- Models the urgency and customer centric behaviour to resolve queries and progress sales
- Highly organized and independent in managing sales and support activities
- Continually seek ways to improving/enhancing consumer and members' experiences with the OCA
- Thrive in a small, collaborative work environment, recognizing your actions impact the organization and the profession
- Interested in health care

**Are you excited by this opportunity?**

Consider this outstanding opportunity to help expand chiropractic care for Ontarians. If you want to make a difference in your career, submit your résumé and cover letter to Deborah Gibson, Office Manager, dgibson@chiropractic.on.ca by **November 26, 2021**. Qualified candidates will be contacted by December 1, 2021 to schedule an interview.

**About the OCA**

The Ontario Chiropractic Association (OCA) is the definitive, trusted voice for the chiropractic profession in Ontario. Representing 80 per cent of chiropractors in Ontario, the OCA is the fourth largest jurisdiction in the world. Chiropractors are one of the fastest growing segments of registered health professionals chosen by Ontarians.

Conveniently located in downtown Toronto, near Union Station, the OCA offers a supportive and collaborative team environment in a new, modern office, complete with sit/stand desks.

Employees enjoy discounts to the largest health club in Canada, competitive compensation, on-site leadership development and benefits, including a health spending account. During COVID-19, all employees are working from home to ensure every team member's safety.

## **OCA Mission and Vision**

*Our Vision* - Thriving Chiropractors, Healthy Ontarians

*Our Mission* - Inspiring leadership to help chiropractors proudly serve Ontarians