



Orpyx Medical Technologies Inc.
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Customer Care Agent

PART-TIME OR FULL-TIME, CALGARY, ALBERTA, CANADA

ABOUT THE TEAM:

THE VIBE ATTRACTS THE TRIBE

The people at Orpyx are flexible thinkers and creative innovators. We come from a variety of backgrounds and carry a wealth of expertise in multiple industries, including medical, technology, software, marketing and finance. What we all have in common is an intense passion for the work we do. We have an extraordinary collection of talent that makes working here fun, unique and inspiring. Our hiring goal moving forward is to continue to build and grow a strong, effective team, while maintaining our friendly and innovative company culture.

Orpyx develops sensor-based wearable solutions that address the growing demand for self-monitoring devices to more effectively quantify real-world human movement. These devices can be used to optimize the management of chronic diseases, enable sport performance assessment, and prevent injuries. Our flagship device, the SurroSense Rx® smart insole system, is a device used to empower people with diabetes to take control of their disease and play a more active role in the prevention of diabetes-related complications such as foot ulcers and amputation. The insert sends feedback to a wristwatch, alerting the wearer in real-time of dangerous plantar pressure or injury, enabling them to adjust behavior immediately to prevent damage.

HOW YOU'LL MAKE AN IMPACT AND WHAT YOU'LL DO:

As a Customer Care Agent, you will be reporting to the Director of Operations. The successful candidate will provide support to Orpyx customers and will work to maintain and further develop the company's quality system. This position will be multi-disciplinary, adapting in the early-stage company environment as needs and priorities change.

YOUR RESPONSIBILITIES WILL INCLUDE:

- Acting as the initial point of contact for customers
- Taking ownership of customer care issues, and following problems through to timely resolution
- Participating in weekly support review meetings
- Communicating and resolving support issues within the organization
- Maintaining accurate records and documenting customer care-related actions and discussions
- Forwarding incoming feedback or requests related to Sales, Marketing, Product Management or other departments as required
- Managing and maintaining the Orpyx Support Knowledge base
- Analyzing customer care statistics and compiling accurate reports
- Developing customer service procedures, policies and standards
- Assisting Clinical & Regulatory Affairs with customer care-related tasks

Additionally, due to the ever-changing and sometimes chaotic environment of an early-stage high-tech company, the Customer Care Agent may assume additional roles and responsibilities as the company requires.

Daily travel may be required between Orpyx Headquarters and patient care facilities. Occasional travel outside of the city may be required.

MINIMUM COMPETENCIES REQUIRED:

Experience

- A minimum 3 years' experience in customer service or related field

Skills

- Proven record of professional and effective customer communication skills are essential
- Familiarity with Quality Management Systems is considered an asset
- Proven self-motivation and ability to deliver under pressure
- Ability to thrive in a start-up environment
- Excellent written and verbal communication skills
- Ability to work in a small and rapidly growing high-tech environment

Fluency in foreign language(s) is considered an asset.

Education

- 4 years bachelor's degree, or equivalent

Will consider relevant experience a substitute in some cases.

ABOUT ORPYX MEDICAL TECHNOLOGIES INC.

Founded in 2010, Orpyx Medical Technologies empowers people with diabetes to maintain mobility. Orpyx's core product line, SurroSense Rx[®], helps prevent foot ulcers and limb loss through FDA cleared, advanced foot sensor technology and analytics, delivered in an easy-to use ultra-thin insole. Orpyx's technology is used by researchers to access clinical-grade plantar pressure measurement data for health and human performance applications. Orpyx is focused on collaborating with stakeholders around the world to achieve a healthcare future that is prevention focused and sustainable in cost. Learn more at www.orpyx.com.

To apply, please submit your resume and cover letter to: careers@orpyx.com

Orpyx is an equal opportunity employer.