



Career Opportunities at Kirby Lester, LLC

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Implementation Specialist II

Kirby Lester seeks an experienced Implementation Specialist II for its Lake Forest, IL office.

Responsibilities

Under the general direction of the Implementation Manager, this person will coordinate and facilitate the installation of Kirby Lester products including key customer accounts. This position requires the individual to manage the entire installation process and develop and maintain strong customer relationships. The individual should make recommendations to make the implementation process more efficient and effective. Strong training skills are necessary to train customers and internal resources.

Primary Duties

- Lead multiple customer implementations, focusing on complex and key accounts.
- Coordinate all aspects of the pre-implementation/implementation/post-implementation process including medication list preparation, data and power preparation, interface requirements, product configuration, quality control testing, and all other checklist items.
- Participate in problem solving on extensive customer service issues working with multiple departments, vendor partners and with the customer.
- Complete all appropriate documentation to transition the account to Service and record any open issues. Facilitate communication of relevant detail to other departments.
- Provide user telephone/remote training on Kirby Lester products, and help train new implementation staff.
- Provide detailed enhancement information to Product Management stemming from the customer experience of Kirby Lester's products.
- Identify areas for improvement in the implementation process and recommend changes.
- Develop strong customer relationships that can be leveraged for sales and marketing purposes.

Minimum Skills, Knowledge and Ability Requirements

- 1 to 3 years of implementation experience required
- Proven customer service, interpersonal and training skills
- Strong communication skills, and ability to interact at all levels of an organization
- Strong time management skills to effectively manage multiple projects
- 50% to 100% travel required

- Good analytical mind that enjoys working with software and technology
- Pharmacy technician experience highly desired
- Strong computer skills; SQL Server, Microsoft Office Suite

Compensation

- Competitive salary
- Comprehensive medical and dental coverage
- 401k plan

About Kirby Lester

Kirby Lester, LLC maintains the largest market share of pharmacy automation in the United States plus 40 other countries. More Kirby Lester counters are used to dispense prescriptions in retail, mail order, hospital and long-term care pharmacies and manufacturing facilities than any other automated counting system; more than 40,000 pharmacies worldwide rely on Kirby Lester for their counting needs. Kirby Lester is an equal opportunity employer.

Interested candidates should send their resumes to Kay Benedict at the address above.