

JOB DESCRIPTION

Product Consultant - ManageMyHealth

Role – Purpose and Scope

The purpose of the role is to develop and maintain product knowledge and implement ManageMyHealth digital health solutions.

The Product Consultant will report to the Head of ManageMyHealth based out of Auckland.

As a Product Consultant you will maintain product knowledge in all the ManageMyHealth modules within the ManageMyHealth Platform. However, you will specialise in the following two modules and act as a subject matter expert for the following module:

- A. ManageMyHealth™ Easy Booking which includes:
 - a) Easy Booking Appointment Service
 - b) Practice Directory
 - c) ManageMyHealth Video Consults
 - d) ManageMyHealth Payments

- B. ManageMyHealth™ Patient Portal which includes:
 - a) ManageMyHealth - Web Application (www.managemeyhealth.co.nz)
 - b) ManageMyHealth iOS Mobile App
 - c) ManageMyHealth Android Mobile App
 - d) ManageMyHealth Windows Mobile App
 - e) ManageMyHealth Reporting Portal
 - f) ManageMyHealth Video Consults
 - g) ManageMyHealth Payments
 - h) ManageMyHealth Advanced Care Plans

The key responsibilities for the role includes:

- 1) Develop and maintain product knowledge
- 2) Demonstrate Products and enhancements to products to existing customers and prospects
- 3) Implement ManageMyHealth Products
- 4) Deliver ManageMyHealth Product training
- 5) Visit Practices to understand how products are used and identify opportunities for enhancements
- 6) Organise and conduct Product Webinars
- 7) Promote, showcase and demo the product at User Groups, conferences, exhibitions and other events.
- 8) Maintain product materials – implementation, training and user guides
- 9) Coordinate BETA testing of new product releases and support practices that are BETA testing BETA functionality

Salary Range

This position is full time (nominally 40 hours per week) and the salary offered will commensurate with experience.

Key Result Areas

Key Result Areas or KRAs are the main functional tasks of the role on which your performance will be measured.

Key Responsibilities	Outcome	Performance Measure
Develop and maintain ManageMyHealth Product knowledge including how ManageMyHealth integrates with Medtech PMS products.	Learn and stay up to date on ManageMyHealth Products. Ability to implement, train and deliver product demo's in an effective and efficient manner with confidence without supervision.	Review by your Manager
Demonstrate Products and enhancements to products to existing customers and prospects	Learn and stay up to date on ManageMyHealth Products. Ability to demonstrate products in an effective and efficient manner with confidence without supervision.	Review by your Manager
Implement ManageMyHealth Products. (schedule and implement as agreed with customer)	Product usage by customer. Successful implementation and acceptance by customer.	Review by your Manager Product usage by Customer and Customer satisfaction with implementation
Deliver ManageMyHealth Product training (schedule and deliver training as part of an implementation or additional training requested by a customer. Training can be delivered on-site or remote)	Training programs are of a professional standard and meet customer needs. Product usage by customers post training. Successful delivery of training.	Review by your Manager Product usage by Customer and Customer satisfaction with training

Key Responsibilities	Outcome	Performance Measure
Visit Practices to understand how products are used and identify opportunities for enhancements	<p>Product feedback by customer.</p> <p>Increased Product usage post practice visit.</p> <p>Document product enhancement suggestions</p>	<p>Review by your Manager</p> <p>Product usage by Customer and Customer satisfaction.</p>
Deliver Product Webinars (schedule and deliver webinars for product)	<p>Webinars are of a professional standard and meet customer needs</p> <p>Successful delivery of webinar</p>	<p>Webinar attendance</p> <p>Review by your Manager</p>
Promote, showcase and demo the product at User Groups, conferences, exhibitions and any other events.	<p>Ability to promote, showcase and demo products at User Groups, conferences, exhibitions and events without supervision.</p> <p>Product demos are of a professional standard and meet customer needs.</p>	<p>Event attendance</p> <p>Review by your Manager</p>
Maintain product materials – implementation, training and user guides	<p>Implementation, training and user guides are of high quality and meet the needs of customers both internally and externally.</p> <p>Maintain and keep all documents current with each product release.</p>	<p>Review by your Manager</p> <p>Feedback by customers</p>
Coordinate BETA testing of new product releases and support practices that are BETA testing BETA functionality	<p>BETA test customers are given a walkthrough of the new features in a product release.</p> <p>Feedback from BETA customers is provided to</p>	<p>Review by your Manager</p> <p>Feedback by customers</p>

Key Responsibilities	Outcome	Performance Measure
	Product Manager in a timely manner.	
Ensure compliance with ISO and ISMS policies, service level agreements and procedures.	<p>All policies are implemented and service standards are complied with.</p> <p>Undergo training of ISO, ISMS and Microsoft Gold Partner processes where necessary.</p>	<p>Full compliance to the ISO and ISMS processes.</p> <p>Be familiar with the ISO/ISMS training program.</p>
Undergo training and be totally conversant with internal systems such as CRM, ALM, SharePoint and Telephone systems.	Internal systems proficiency	Able to demonstrate proficiency and usage of CRM

Projects or other duties

Objective – To carry out other duties which may reasonably be required by the Reporting Manager from time to time in the course of Medtech's business and which fit the role's purpose as stated and for which the position holder is qualified or has received adequate training or instruction.

Health and safety

Objective: To ensure a safe and healthy working and learning environment is maintained at all times.

Key Responsibilities	Outcome	Performance Measure
Observe all Medtech Group's health and safety policies and procedures	Familiar with Medtech Group's health and safety policies and procedures	100% compliance to the health and safety policies and procedures
Ensure Support Consultants are fully briefed on Occupational Health and Safety Legislation and Regulations as per Company Policy and Procedures manual.	Support Consultants are informed and routinely updated on OSH safety requirements as per Company policy	Health and safety records are up to date
Take full responsibility for one's own health and safety Ensure no action or inaction on one's own part harms others in the workplace Report hazards or accidents using the appropriate health and safety registers	Act responsibly and follow Medtech Group's health and safety policies and procedures Understand hazard identification and accident reporting protocols	Accidents and hazards are recorded in the relevant registers (follow up where necessary)

Person Specification

Part of what makes us successful, are the highly motivated people who work here. An inspiration to your colleagues, you are a motivated training professional with a proven record of success in delivering quality solutions for both internal and external customers. With a committed motivation to getting things done, you always place our customers at the centre of everything you do.

Technical or Professional Knowledge and Experience

- A minimum of 3 years work experience in a product implementation and training role ideally within a technology and/or health sector environment. Demonstrable knowledge of the principles and methods for training design and delivery, as well as training delivery for individuals and groups.
- Knowledge of human behaviour and performance; individual differences in ability, personality, and interests; and learning and motivation would be beneficial.

Skills and Abilities

These are the abilities, attributes and personal characteristics that the staff member will need to consistently display in order to achieve their Key Result Areas (KRAs) [that is, to do the job effectively]. These behaviours describe how someone does the job, whilst KRAs describe what is to be done.

- **Oral Comprehension** — the ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Oral Expression** — the ability to communicate information and ideas in speaking so others will understand.
- **Speech Clarity** — the ability to speak clearly so others can understand you.
- **Written Expression** — the ability to communicate information and ideas in writing so others will understand.
- **Instructing** — teaching others how to do something.
- **Learning Strategies** — selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- **Coordination** — adjusting actions in relation to others' actions.
- **Originality** — the ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

- **Service Orientation** — actively looking for ways to help people.