



Pharmacy Product Specialist

The Pharmacy Product Specialist works to optimize the daily use of Clinical Decision Support within the VigiLanz Antimicrobial Stewardship, Pharmacy, Quality and/or Safety solutions. Must have an excellent understanding of day to day hospital operations, improvement initiatives, NHSN AUR reporting, and national trends in pharmacy practice. This client facing role collaborates with clinicians, software developers, project managers and others to provide exceptional service to VigiLanz clients. Additionally, the Pharmacy Specialist serves as an expert consultant to the VigiLanz sales and marketing teams, and will participate at times with both product development tasks and product testing and maintenance.

This position requires demonstrable project management experience, excellent communication and presentation skills (both verbal and written) and the ability to work with users of all skill levels. Must have the ability to work well with a team and be able to manage multiple projects at the same time. The Pharmacy Specialist is located in the United States within reasonable distance of a major airport and is able to travel both domestically and internationally without limitations. Pharmacy specialists have the opportunity to work remotely from a home office environment. If this option is utilized, the Pharmacy Specialist is required to have a high speed internet connection at their home.

Duties and Responsibilities

Client Support, Training, and Implementation:

- Courteous, timely, and effective resolution of customer questions and issues
- Provide training to VigiLanz clients either virtually or on-site
- Identify opportunities for, and participate in, client relationship building activities
- Set-up client sites in accordance with VigiLanz implementation protocols
- Provide regular client webinar information sessions
- Promptly notify required team members when serious issues are identified
- Assure that sites are current with required reporting elements

Sales and Marketing Support:

- Assist marketing and sales with strategic support around new opportunities
- Provide expert, professional clinical support at trade shows and during product demonstrations
- Assist sales representatives with identifying key references, or opportunities and assist with special projects and marketing strategies

Consultation:

- Provide expert clinical consultation to Vigilanz team members in the format and time period requested.

Development:

- Research and identify opportunities for ongoing new development in Vigilanz modules.
- Assist with product validation and QA testing.

Required Qualifications

Education:

- Graduate of an ACPE accredited College of Pharmacy
-

Experience:

- 5+ years Hospital Pharmacy experience
 - 2+ years of Healthcare Information System experience, preferably in a hospital setting or CDS vendor
 - Familiarity with Pharmacy Computer System Applications, Clinical Decision Support, Data Analytics and/or NHSN AUR reporting is strongly preferred
-

Connectivity

- Acceptable home office internet and phone access if remote working is desired

Licensure, and/or Certification:

- Registered Pharmacist in any U.S. state
-

Knowledge, Skills, and Abilities

- Knowledge of clinical pharmacy practice and understanding of hospital pharmacy operations and workflows
- Excellent organizational skills and the ability to work independently.
- Communicates clearly and effectively, both verbally and in writing. Communication with clients is supportive, timely and geared towards maintaining a positive Vigilanz image
- Ability to collaborate effectively with individuals from diverse settings, with a solution-oriented approach
- Strong computer literacy, analytical skills and confidence using Outlook, Excel and Word
- Demonstrated excellent customer service, communication, and collaboration skills
- Ability to travel domestically or internationally when required