



Bilingual Lead Generation & Market Support Specialist

Job Description:

Are you able to speak and write French and English and interested in working in digital health? We are looking for a lead generation and market support specialist to join our team at HeadCheck Health. We are a local Canadian company aimed to make it easier to identify and manage concussions at all levels of sport.

We want someone who is looking to blend their love of sports and technology. If you love sports and would love working with sport teams across North America, you might be just the person we're looking for.

In your role, you will work directly with our partnered organization's medical staff (e.g. Athletic Therapists, Safety Persons) and administration (e.g. Athletic Directors, Commissioners) to ensure they can adopt our software and apply correct policies and procedures. From time-to-time you will also work with the sales and marketing teams to craft the master plan for who and how HeadCheck approaches the market. You will learn about our industry and our sales funnel, helping to understand when we should be targeting key sports and industries with marketing campaigns to drive new inbound and outbound leads by connecting with the right people at the right time.

Key Responsibilities:

- Conduct market research, prospective customer research and data analysis to understand and to map sports schedules to increase sales opportunities and grow the business
- Assist in the scouting of new customer segments and market opportunities including classification and valuation of leads
- Prospect leads within the sales map to validate assumptions
- Support the Sales and Marketing leads on duties as assigned
- Provide exceptional customer service and professionalism
- Coach our customers through learning our app including setup, training, and ongoing support
- Be the among the first line of defense when it comes to customer issues and support tickets

- Other roles & responsibilities as required by the business

Skills, Passions, and Competencies:

- Bilingual (French/English) is a must
- Passion for sports and technology
- Excellent interpersonal and written skills with confident & warm personality
- Can translate large complex ideas into simple written format
- Strong organizational skills and ability to stick to schedule
- No fear of picking up the phone and calling someone you don't know
- Detail oriented with ability to deliver well executed research
- Ability to work independently and as part of a team
- Demonstrated ability to plan, schedule, organize and prioritize work
- Competence with Google products (drive, docs, sheets, slides, hangouts)

About HeadCheck Health:

HeadCheck Health is a Vancouver-based company that aims to improve identification and management of concussions at all levels of sport. Poor compliance to concussion best practices and policies lead to the mismanagement of millions of athletes annually. We launched our multi-platform software in 2016 to address this issue and to help organizations create a safer playing environment for their players by using our suite of tools that allow active execution and oversight of their concussion policy. Our partners are throughout North America and across a wide variety of sports.

To Apply:

Please email us your resume at admin@headcheckhealth.com with a note explaining why you're perfect for the job.