



Job Description

Title:	Product Coordinator
Reports to:	Assistant Product Manager
Department:	Frames Editorial/Production

Jobson Healthcare Information (JHI) is a premier healthcare information and marketing services provider, with leading positions in a variety of growing healthcare markets such as pharmacy, eye care, clinician (physicians, nurse practitioners and physician assistants) and the managed markets (managed care, hospitals and government). Through its diversified, multi-media portfolio of marketing services, information databases, publications, medical education programs, events, websites and other digital and traditional media services, JHI is uniquely positioned to inform and educate a highly targeted network of approximately one million healthcare professionals across multiple specialties.

For 49 years, Frames Data has produced definitive references for eyeglass frames, ophthalmic lenses, contact lenses, and eyecare supplies and equipment, distributing those through specialized print, electronic, and web vehicles. Eye care professionals use our products to check product specifications, set pricing, verify managed care information, and manage their inventory systems.

General Description

The Product Coordinator follows the direction of the Assistant Product Manager in the production of all Frames Data Products: Publications, Disks, License Feeds, and reports along with providing technical and product support assistance as necessary to Assistant Product Manager and Product Manager and VP Business Operations.

Job Responsibilities

- Coordinate production of 5 Annuals Titles (2 Lenses Guide, RCCLG, Instruments, S & F), Monthly Price Book and Quarterly Big Book
 - Edit, produce, and distribute data entry forms to clients of annuals
 - Update Annuals listings
 - Create and update documentation of annuals processing
 - Proofread Big Book and Price Book
 - Submit monthly copyright forms for each print publication (can process them quarterly)
 - Print monthly postage statement and assign accounting breakdowns.
 - Send monthly print orders to vendors.

NOTE: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.



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- Design, implement and maintain contract management database for annual renewals utilizing MS Access
- Provide billing report for Annuals
- Document all deadlines for Annuals in Outlook 365 and Annuals Schedule
- Negotiate customer needs and make recommendations to manager on best practice for providing customer deliverables
- Assist in training internal and external customers, and cross training to assist other staff members when necessary
- Coordinate Digital Products Production and Reporting
 - Insure that all digital customers receive accurate products in a timely basis
 - Extract from database on schedule and monitor all automated extracts
 - Upload data to correct location for accurate recipient list, monitor automated uploads, and send notification emails to all recipients
 - Set up Spex on Demand email in HubSpot and confirm delivery.
 - Provide technical support to all recipients as needed and troubleshoot customer complaints within 2 hours
 - Set up lab advisor blast on What Counts and supply delivery and open stats.
 - Maintain customer recipient/Key Accounts list and communicate issues to appropriate Frames Data staff
 - Manage B2C opt-out list with Hunter Noel– suggest process improvements
 - Suggest improvements for better customer experience (revised interface, scheduling, communications, etc.)

DIGITAL PRODUCT LIST:

-XML/MDB Monthly Data and images (B to B, B to C)	-Monthly/Quarterly Tracing Points CDs and Feeds
-VTO Monthly Data and Images	-Essilor Labs of America V2 Weekly & Monthly
-Quarterly DVD Export and Disk	-Vision Web Monthly & Quarterly
-SPEX Monthly Export, SPEX On Demand	-Eyefinity Daily and Manual Feed if Needed (automated)
-Essilor BiAnnual Lenses	-VSP Quarterly Report
- Altair Quarterly Report	

- Database & Client Support
 - Processing VMail Product Watch (bi-weekly) as outlined in documentation
 - Processing Frame Request Forms as outlined in documentation

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Job Description

- Technical/Customer Support
 - Provide back up to Assistant Product Manager to handle subscriber questions and troubleshooting via email and phone
 - Update Customer Support log with each support request.
 - Assist in tracking demo requests and creating demo disks
- Other duties as assigned

Qualifications

- 1-3 years data base/customer service experience
- Associate's/Bachelor's degree
- Proficiency in Microsoft Word templates, mail merge, and Microsoft Excel
- Proficiency in Microsoft Access a plus
- Proven track record of attention to detail
- Must be a team player with excellent interpersonal and communications skills

Travel

- No travel required

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