Merz Canada

Job Title: Product Safety Associate

Reports to: Manager, Product Safety, Quality and Medical Information

Location: Merz Pharma Canada Head Office, Burlington, Ontario

Summary: The full-time Product Safety Associate is responsible for processing incoming product complaints (both adverse events and quality complaints), ensuring timely follow-up, as well as reporting to key safety groups and Health Canada within defined strict timelines.

Job Responsibilities

- Processing safety cases locally
- Entering quality cases into the Global database
- Performing follow-up activities with clinics to collect additional case information as necessary
- Case reconciliation activities with safety partners and other teams
- Reporting serious safety cases to health authorities
- Revising Safety Data Exchange Agreements
- Replacing customer product as needed
- Filing case documents
- Group inbox monitoring, filing and clean up
- Writing and/or revising Standard Operating Procedures
- Administrative tasks as necessary
- Liaising with key safety and quality teams globally within Merz

Key Competencies and Qualifications

- 3 to 5 years experience with safety monitoring any of the following areas: Pharmacovigilance, Medical Device Vigilance, Cosmetovigilance
- Fluent in English and French is required
- Bachelor's Degree in Health Sciences, Life Sciences, Kinesiology, Nursing, Science or related field
- Knowledge/familiarity with human anatomy and medical terminology
- Excellent interpersonal and oral/written communication skills as well as professional phone manner and ability to communicate health information effectively
- Ability to maintain strict patient and information confidentiality
- Ability to prioritize and multi-task effectively
- Comfortable working independently
- Competent with computer applications and skilled in MS Office Suite
- Previous experience in a healthcare setting an asset
- Quick learner, reliable, good attitude and adaptable to a changing environment
- Experience in safety monitoring (drugs or medical devices) or quality assurance an asset