

JOB DESCRIPTION

Job Title: Customer Service Representative
Location: Gainesville, GA
Reports To: Director of Provider Relations
FLSA Status: Non-Exempt

SUMMARY

The Customer Service Representative is responsible for answering inbound calls and assisting with pharmacy benefit questions and problems while positively representing ProCare. Bilingual English/Spanish is a plus!

ESSENTIAL DUTIES AND RESPONSIBILITIES include but are not limited to the following:

- Promptly and courteously answer incoming telephone calls
- Assess, prioritize and resolve client issues using good listening and comprehension skills
- Escalate issues to management as appropriate
- Document and retain all pertinent information

QUALIFICATIONS AND REQUIREMENTS

- 1 year pharmacy technician experience or PBM experience preferred
- Bilingual English/Spanish is a plus!
- Excellent telephone etiquette and verbal/written communication skills
- High level of professionalism in judgment
- Proficient in Microsoft Office applications preferred
- Highly organized and motivated
- Excellent time management skills
- Ability to work independently and on a team
- Attention to detail
- Ability to exercise logical critical thinking in problem solving

EDUCATION

Pharmacy Technician Certification is a plus.

PHYSICAL DEMANDS

Requires sitting, standing, and occasional light lifting.

I confirm that I meet or exceed the educational and experience requirements set forth herein.

Print Name

Signature

Date