

Customer Service Representative I Job Description

Department:	Pharmacy Services	FLSA Status:	Non-Exempt
Reports to:	Director of Call Center Operations	Position Type:	Full-time
Location:	Milwaukee, WI	Travel Required:	0%
Approved By:	President/CEO	Approved Date:	September 30, 2020

Position Summary

Under general supervision, the Customer Service Representative I (CSR I) works in an inbound call center environment and responds to member inquiries regarding requests for mail order prescription refills, transferring prescriptions from retail to mail order, and other inquiries about prescription orders.

Essential Duties and Responsibilities

This list of duties and responsibilities is not all inclusive and may be expanded to include other duties and responsibilities as management may deem necessary from time to time.

1. Provide prompt, accurate responses to members' mail order prescription questions to include taking prescription refill orders, checking on the status on one's prescription refill or transfer, and educating members on how to use their mail order benefit.
2. Accurately answer and track your inbound calls established by Serve You Rx service level performance metrics while adhering to HIPAA guidelines and other policies and procedures. Make some outbound calls.
3. Enroll new members in the pharmacy management system by creating and updating member profiles. This includes entering information such as name, address, contact information, allergy, health conditions, and payment information.
4. Enter and update member profile data for new, refill, and transferred prescriptions into the pharmacy management system. This includes accurately creating orders, obtaining information for transfer requests, processing payments for order, and other administrative tasks.
5. Provide basic troubleshooting and support for members using Serve You Rx online applications.
6. Using the IRMA (Incident Resolution Management & Analysis) database, accurately document and code calls that require follow-up or may involve potential issues related to mail order prescriptions.
7. Identify and promote Serve You Rx mail order pharmacy services that a member may not be using.
8. Accurately work assigned queues for payment inquires and new prescription requests by completing prescriber/member outreaches electronically or via fax.
9. Escalate complex or unresolved customer situations to the senior customer service representative as required.
10. Perform other duties as assigned.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience

- High school diploma or GED. Associate's or bachelor's degree. (preferred)
- Minimum of one year of previous related experience to include employee health insurance benefits, pharmacy/prescription drugs, and/or working in a pharmacy. (preferred)
- Minimum of one year of customer service in-bound call center experience where operational standard processes, technologies, and metrics were used.

Credentials / Licensing / Certification

- An active and valid Certified Pharmacy Technician license, licensed through the Pharmacy Technician Certification Board (PTCB) that is in good standing with no restrictions. (preferred)

Competencies

- Basic knowledge Microsoft Office Professional, in particular Outlook, Word, and Excel.
- Clear and concise communication with strong written and verbal communication skills to include being able to effectively explain concepts to members and providers.
- Read and interpret common pharmacy and employee benefit terminology.
- Solid detail orientation to produce a high degree of accurate results.
- Demonstrated ability to follow standard procedures with a high attention to detail.
- Respect and discipline for confidentiality.
- Ability to stay focused on assigned work and be engaged with every caller.

Physical Demands

- Occasionally lifts/pulls/carries up to 25 pounds.
- Frequently required to stand, sit, talk and hear, and use hands to handle, or touch objects or controls.
- On occasion the incumbent may be required to stoop, bend, kneel, or reach above the shoulders.
- Operate typical office equipment such as a computer, telephone, copy machine, etc.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- Regular mental demands such as comprehension, reasoning, decision making, and basic math skills.

The mental and physical requirements described here are representative of those that must be met by an individual to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Working Environment

- Continuous work in an office setting with moderate noise exposure.

The work environment characteristics described here are representative of those an individual encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The above statements reflect the general details necessary to describe the principle functions of the occupation described and shall not be construed as a detailed description of all the work requirements that may be inherent in the occupation.