

Job Description Form

Division/Department	MedQuest Pharmacy
Position Title	Customer Service Representative, Pharmacy Technician
Reports To Title	CSR Team Lead Pharmacy Technician/Pharmacy Technician Manager

GENERAL DESCRIPTION

This Technician is responsible for placing/receiving phone calls for the pharmacy under the direct supervision of the MedQuest Lead Pharmacist. This includes, but is not limited to: receiving and placing patient orders, prescription interpretation and data entry, as well as offering excellent customer service to our patients and Physicians.

POSITION FUNCTIONS

- Effectively use phone system and demonstrate ability to use phone (transfer calls, hold, outbound calling, etc.)
- Access computer systems i.e. email, eMedplus, shared folders, and e Fax
- Proficiency scanning and entering prescription data into computer systems and email
- Contact doctor's office for patient information clarifications, refill requests, etc.
- Contact patient regarding new prescription(s) and obtain any pertinent information related to prescription i.e. drug allergies, drug interaction/sensitivity information
- Employee can create the following documents: Universal Claim Forms (Excel spreadsheets), Shipping labels (International and domestic, including selecting "signature required" on all controlled substance orders), and Tax Totals
- Process new orders, refills, and pre-orders noting all activity in patient notes field of pharmacy computer system
- Proficiency in prescription filing for controlled/legend medication (filing under written date)
- Contact staff for questions pertaining to same-day orders and current order statuses
- Employee understands that the CSR Team Lead Pharmacy Technician is their direct supervisor and they will report to them and should report to them for all matters concerning their role as a CSR. In the absence of a CSR Team Lead Pharmacy Technician, the pharmacy technician should report directly to the Pharmacy Technician Manager
- Properly clean work area and equipment upon completion of daily job responsibilities
- Locate and demonstrate general knowledge of Standard Operating Procedures, "SOP's"

EDUCATION REQUIREMENTS/SPECIAL TRAINING, CERTIFICATIONS, SKILLS

- Must have current Utah Pharmacy Technician License in good standing
- High School Education with basic math skills
- Strong verbal and written communication skills
- Able to successfully prioritize and manage a wide variety of critical and/or time-sensitive job duties
- Strong organizational skills and detail oriented
- Previous customer service experience preferred

Date Reviewed	
Employee Name/Signature	
Manager Name/Signature	