Job Description Form

Division/Department	MedQuest Pharmacy
Position Title	AM/PM Customer Service Shift Lead, Pharmacy Technician
Reports To Title	Customer Service Team Lead / Pharmacy Technician Manager

GENERAL DESCRIPTION

The AM and PM Customer Service Shift Leads are responsible for assisting the Customer Service Team Lead in overseeing, supporting, and mentoring all pharmacy technicians placing and/or receiving phone calls for the pharmacy, under the direct supervision of the Area 1 Lead Pharmacist. These Pharmacy Technicians are responsible for additional duties during their respective morning and afternoon shifts, as outlined below. In the absence of the Customer Service Team Lead, the AM and PM Customer Service Shift Leads will share responsibility for covering any additional duties as needed to ensure smooth operation of the Customer Service department.

POSITION FUNCTIONS

In additional to all customary job duties and performance expectations of the Customer Service Pharmacy Technician position, the AM/PM Customer Service Shift Lead:

- Acts with integrity and promotes a collaborative and positive team atmosphere
- Understands that they are in a leadership role, acting in a supervisory capacity
- Demonstrates expert-level ability in all CSR, Fulfillment, Shipping and Front Desk reception functions, as determined in each job description
- Assists with training for new CSR hires and ongoing development training for current employees
- Partners with Customer Service Team Lead to supervise day-to-day functions of the customer service team. This includes monitoring the phones, reviewing error baskets, issuing credits, creating new physician profiles, printing scripts and managing the data entry log.
- Supports the customer service team by handling escalation of patient/physician calls, and working through issues to resolution
- Conducts weekly Patient File Audits as part of the pharmacy's Performance Improvement Plan
- Assists in various duties determined by the Customer Service Team Lead, Pharmacy Technician Manager and/or Managing/Lead Pharmacist, including but not limited to, participating in team meetings, recording meeting minutes, adapting to workflow changes, etc.
- The AM Customer Service Shift Lead is responsible for morning roll call meetings in the absence of the Customer Service Team Lead, and effectively transitioning all duties and open issues over to the PM Shift Lead each afternoon
- The PM Customer Service Shift Lead is responsible for ensuring all orders are accounted for at the end of each day, assisting the closing pharmacist to ensure all prescriptions and PHI are properly stored, and effectively transitioning all duties and open issues over to the AM Shift Lead in preparation for the following morning

EDUCATION REQUIREMENTS/SPECIAL TRAINING, CERTIFICATIONS, SKILLS

Active employees who are currently working as Pharmacy Technicians in the MedQuest Customer Service department, and who have worked in this capacity for at least six consecutive months, are eligible to apply for this position. Other requirements include:

- Must have current Utah Pharmacy Technician License in good standing
- High School Education with basic math skills

- Strong verbal and written communication skills
- Critical thinking and problem solving skills
- Strong organizational skills and detail oriented
- Able to successfully prioritize and manage a wide variety of critical and/or time-sensitive job duties, including personal responsibilities as well as activities that support the team
- MedQuest Customer Service experience required, as indicated above

Date Reviewed		
Employee Name/Signature		
Manager Name/Signature		