

Job Description Form

Division/Department	MedQuest Pharmacy
Position Title	Product Trainer, Pharmacy Technician
Reports To Title	Customer Service Team Lead / Pharmacy Technician Manager / IT Product Manager

GENERAL DESCRIPTION

The Product Trainer responsibilities are an extension of the Customer Service Pharmacy Technician role within MedQuest Pharmacy. This Technician will continue to perform CSR duties and provide support for the Customer Service department while also performing the following functions as needed. The Product Trainer is responsible for assisting the IT Product Manager in providing product training to internal team members and external customers for eMedPlus, EPCS certification and other pharmacy related products. The primary role is to ensure the measurable success and satisfaction with those products across our customer base. This role will include becoming the subject matter expert and providing end-user support via telephone and web. The position will also help the CSR team become experts in the related products to facilitate front-line assistance of our customers, with the support of the Product Manager as needed. They will play an essential role in discovering product improvement concepts through interaction with end users of the product and will help to define the future of the product.

POSITION FUNCTIONS

In addition to all customary job duties and performance expectations of the Customer Service Pharmacy Technician position, the Product Trainer:

- Acts with integrity and promotes a collaborative and positive team atmosphere
- Demonstrates expert-level ability in all CSR functions
- Develops a thorough understanding of the products and becomes a “product expert”
- Provides hands-on technical training of the products to multiple clinical end users – physicians, nurses, prescribers and administrative staff
- Provides remote product demonstrations and training to enhance adoption and usage
- Helps to develop a prescriber onboarding process to maximize business
- Assists with the creation of written, online and recorded resources related to the products
- Helps prescribers to become EPCS certified
- Collects and provides feedback to product and development teams
- Occasionally participates at conferences when training support is needed
- Plans, schedules, and delivers remote and/or on-site, instructor-led training
- Provides, promotes and builds good relationships with end-users
- Conducts follow-up training assessments and assists with customer satisfaction surveys
- Ensures client issues are tracked and resolved in a timely manner, including problem recognition, research, resolution and follow-up steps
- Provides training workshops as requested
- Contributes to training and implementation of process improvement initiatives
- Ensures new employees have relevant knowledge of all product functions and features, and assists with ongoing product training for current employees
- Partners with Customer Service Team Lead to train CSRs on the most common questions and answers regarding eMedPlus, EPCS, mobile and other related products

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
- Excellent ability to resolve issues remotely, from an end user’s perspective
- Exceptional one-on-one and group presentation skills
- Demonstrated ability working collaboratively and cross-organizationally
- Proficient in MS Office and the ability to use media effectively
- Experience facilitating virtual meetings via GoToMeeting or other virtual solutions preferred
- Understanding of HIPAA privacy and security requirements
- 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		