



Job Description Form

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

GENERAL DESCRIPTION

This Technician is responsible for placing/receiving phone calls for the pharmacy under the direct supervision of the Pharmacy Fulfillment Services Manager. 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

The CSR Pharmacy Technician:

- 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 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 Fulfillment Services Manager
- Properly clean work area and equipment upon completion of daily job responsibilities
- Locate and demonstrate general knowledge of Standard Operating Procedures, "SOP's"
- Works together with all team members to promote a community of cooperation and respect
- Reports to the Lead Customer Service Pharmacy Technician and/or Pharmacy Fulfillment Services Manager for all matters concerning customer service operations

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		