



Stokes Pharmacy
TECHNOLOGY AND TRADITION

Customer Care Specialist

Department: Operations
Reports To: Customer Care Manager
FLSA Status: Non Exempt

About the Job

Stokes Pharmacy specializes in impotence, women's health, ophthalmology, sterile product, fertility, physical therapy, veterinary medicine compounding and sports health. Our pharmacists and technicians are specially trained to provide quality products that achieve the desired therapeutic outcome.

Job Description:

- Deliver superior customer service by consistently providing premier customer satisfaction with a friendly demeanor, can-do attitude, and willingness to help at all times.
- Maintain a position of trust and responsibility by keeping all customer business confidential.
- Demonstrate sound judgment in decision making, abiding appropriately to established guidelines and procedures.
- Continuously increase knowledge and skills through self motivation, and in-house training.
- Be responsive and timely with correspondence and problem resolution.
- We are looking for a high energy, detail oriented individual.
- Works efficiently to minimize any keying errors that will result in customer dissatisfaction.
- We are looking for an individual that has a good work ethic, works independently and can also work as a member of a team.

Required skills:

- Excellent phone and communication skills.
- Strong organizational skills and a proven ability to multi-task and a productive, positive attitude.
- Experienced in data entry/Customer Service
- Cash register skills a plus but not a requirement.
- High School Education
- Basic computer skills
- Must be able to sit for long periods of time taking orders efficiently

Our associates enjoy a complete benefits package after a successful 90 day review period, including Health Benefits, PTO and a quarterly bonus program.