



**Job Title:** Customer Care Call Center Agent

**Supervisor:** Pharmacist/Customer Care Call Center Lead

**FLSA Status:** Non-Exempt

**Compensation:** Commensurate with experience, medical/dental, holiday and paid time off after successfully completing introductory period, 401k

**Summary:** This position requires an individual who has the experience and ability to handle high call volume in an active call center environment. He/She must possess enthusiasm, diligence and resilience.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Answer incoming calls from customers and make outbound calls to process orders received from doctor offices
- Manage and resolves customer complaints with a sense of concern and urgency
- Enter new customer information into the appropriate system and update existing customer information
- Document all call information according to standard operating procedures
- Deliver superior customer service with a friendly demeanor, can-do attitude and willingness to help at all times
- Maintain a position of trust and responsibility by keeping customer information confidential
- Demonstrate sound decision making according to established guidelines/procedures
- Continuously increase job knowledge and skills through self motivation and in-house training

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High school diploma or general education degree (GED)
- Customer service call center experience preferred but not required
- Must possess strong verbal, written and oral communication skills
- Must have basic to moderate computer skills and have the ability to learn new software programs quickly
- Must exhibit punctuality and low absenteeism
- PTCB Certification not required but is a plus
- NJ Pharmacy Technician License is not required but is a plus
- May need to lift up to twenty-five (25) pounds on occasion

- May sit, stand, stoop, bend and walk intermittently during the day. May sit or stand seven (7) to ten (10) hours per day. May be necessary to work extended hours as needed. Finger dexterity to operate office equipment required.

**DISCLAIMER:** The above job description is intended to describe the general nature and level of work being performed by employees assigned to this job. It is not designed to capture or illustrate a comprehensive list of all responsibilities, duties, and skills required of employees assigned to this job.

**EQUAL OPPORTUNITY EMPLOYER:** Stokes Pharmacy is an Equal Employment Opportunity and Affirmative Action Employer.