

## Customer Care Professional - Front Counter

Full Time

Mt. Laurel, NJ

Requisition ID: 1479

### **FLSA Status**

Non-exempt

### **Reports To**

Pharmacist/Customer Care Professional Lead

### **Job Summary**

This position requires an individual who has the experience and ability to handle high call volume and/or foot traffic 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.

- Deliver superior customer service with a friendly demeanor, can-do attitude and willingness to help at all times
- Welcome and check in visitors in proxy-click
- Ring up clients/patients on front register
- Call clients/patients to inform them when the prescriptions are ready
- File prescriptions for the customer care agents
- Open and close the front of the store
- Enter new customer information into the appropriate system and update existing customer information for all scripts that are dropped off
- Make outbound calls for declined credit cards
- Call UPS to follow up on exceptions
- Assist marketing and shipping when needed
- Process scripts in incoming
- Answer incoming calls from customers and make outbound calls to process orders received from doctor offices for refills
- Manage and resolves customer complaints with a sense of concern and urgency
- Document all call information according to standard operating procedures
- 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

### **Required Education and Experience**

- 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
- Completion of Stokes Healthcare internal training class

- 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
- Finger dexterity to operate office equipment required

### **Eligibility Qualifications**

It may be necessary to work extended hours as needed.

### **Competencies**

- Communication Skills
- Customer/Client Focus
- Organizational Skills
- Problem Solving/Analysis
- Technical Capacity

### **Work Environment**

This job operates primarily in an office environment. This position requires the use of standard office equipment, and frequent standing and walking.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

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### **Position Type and Expected Hours of Work**

This is a full-time position. Because of the nature of the business, work schedules may vary at times.

### **Travel**

No travel is expected for this position.

### **Health & Safety**

Stokes Healthcare, Inc. and its subsidiaries will be required to be fully vaccinated as a term and condition of employment to safeguard the health of our employees from the hazard of COVID-19. This policy complies with OSHA's Emergency Temporary Standard on Vaccination and Testing (29 CFR 1910.501).

### **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.

### **AAP/EEO Statement**

Stokes Healthcare is an Equal Employment Opportunity and Affirmative Action Employer.