



# Customer Service Representative I

## What You'll Do:

The Customer Service Representative I will work in an inbound call center and respond to various inquiries regarding requests for mail order prescription refills, transferring prescriptions from retail to mail order, and other inquiries about prescription orders. You will check the status of prescription refills or transfers, educate members on how to use the mail order benefit, accurately answer and track routine and some non-routine inbound calls, and make some outbound calls. You will also enroll new members in our pharmacy management system, enter and update member profile data, and provide basic troubleshooting and support for members using Serve You Rx online applications. The ideal candidate will have employee benefits/pharmacy/prescription drugs or similar experience, a positive attitude, a friendly disposition, and strong listening skills to answer inbound phone calls from members.

## Qualifications:

- High school diploma or GED.
- 6 months experience in a related environment such as customer service, office, clerical, administrative, retail.
- Previous inbound call center experience in employee benefits, pharmacy/prescription drugs, or similar experience preferred.
- Previous computer experience and basic MS Office Professional experience preferred.
- An active and valid Certified Pharmacy Technician license, licensed through the Pharmacy Technician Certification Board (PTCB) that is in good standing with no restrictions preferred.

## Why Serve You Rx?

Serve You Rx offers generous benefits to include: medical, dental, vision, 401k, HSA, FSA, identity theft, and pet insurance), 16 days of paid time off in your first year, a newly remodeled and clean facility, easy on/off freeway access, plenty of free surface parking directly outside our facility doors, scenic walking trails, a wide variety of restaurants and shopping nearby, and food trucks in the park when weather permits.

**Qualified applicants are encouraged to apply! Send your cover letter, resume and salary requirements to [hr@serve-you-rx.com](mailto:hr@serve-you-rx.com)**

*The purpose of this document is to provide a general summary of essential responsibilities for the position and is not meant as an exhaustive list.*