



Job Title:	Customer Service Representative	Position Type:	Full-Time
Reporting to:	Director of Operations	Location:	Newark, DE
Department/Group:	Pharmacy	Travel Required:	<5%
Job Description			

The Customer Service Representative is responsible for answering phones, greeting, and waiting on customers. Receive payments from clients checking out, reviewing medication use instructions, collecting demographic data, receiving orders, and preparing outgoing orders.

Duties:

- Answer phones in a friendly and professional manner.
- Take refill requests from clients.
- Transfer phone calls to the appropriate person.
- Wait on customers by receiving payment and reviewing medication use instructions.
- Verify shipping addresses and prepare outgoing packages for UPS or USPS pick-up.
- Keep the front-end clean and neat and free of clutter.
- Maintains a safe work environment and exhibits safe work practices.
- Pursuing personal development of skills and knowledge necessary for the effective performance of the role. Attend training to further develop relevant knowledge, technique, and skills.
- Performs other related duties as required.
- Flexibility to work outside normal work hours, as required.
- Embody the Myonex company Core Values:
 - Be a Great Team Player
 - Be Client Focused
 - Learn & Grow
 - Find a Way

Education & Experience

- High School Diploma or equivalent.
- At least two years of customer support experience preferred.

Skills/Qualifications:

Teamwork

- Demonstrate and promote a spirit of cooperation and teamwork throughout SaveWay.
- Continually look for ways to improve processes and treat customers effectively.

Language Skills

- Ability to effectively present information and respond to questions from customers and their family members, employees, and SaveWay leadership.

Mathematical Skills

- Ability to work with and apply mathematical concepts in practical situations.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.



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- Ability to computer rate, ratio, and percent and to draw and interpret graphs.

Reasoning Ability

- Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.

Customer Service

- Provide exceptional customer experience. Communicate with internal and external customers in a friendly, professional, and patient manner.
- Perform all duties with the goal of building and maintaining long-term customer relationships.
- Immediately address any customer’s concern. Request involvement of other SaveWay personnel as required. Notify the Operations Manager or Pharmacist of any major concerns and the action taken to resolve.

Supervisory Responsibilities

- This position has no direct supervision responsibilities.

Safety

- Use and promote safe work practices throughout SaveWay.
- Notify Operations Manager or Pharmacist of any unsafe conditions

Other Requirements

- Strong organizational and leadership skills
- Excellent oral and written communication skills
- Professional appearance
- Mobility within the building
- Able to prove U.S. Employment eligibility
- Ability to pass drug screening
- Ability to pass background screening
- Flexibility to work overtime/weekends, as required

Commitment Limitations

- May not make a non-budgeted, emergency expenditure or commitment more than \$50.00.

Confidentiality/Conduct

- May not divulge any confidential patient or personnel information.
- Will not engage in gossip or other unprofessional conduct.
- May not make changes in their Job Description, Standards of Performance, or quarterly objectives without consultation with Operations Manager.



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<p>Physical Demands:</p> <p>The physical demands described here are representative of those that must be met by an employee to perform this job. Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions.</p> <ul style="list-style-type: none"> • Able to work up to 40 hours per week, scheduled in up to 8-hour shifts. • Able to stand, walk, bend, kneel, climb, and use repetitive foot movement throughout the shift. • Able to lift as much as 50 pounds. • Able to use repetitive hand movement with simple grasping and fine manipulation, pushing and pulling, and able reach above the shoulder. • Able to perform all tasks while fully garbed in department-required Personal Protective Equipment • Must be able to spend as long as 4 hours in the controlled environment performing compounding and/or cleaning activities. The employee frequently is required to sit; lift 20 to 50 pounds; repetitive hand movements pushing and pulling; bend and carry. • The employee is continuously required to use repetitive hand movement with simple grasping and fine manipulation, climb, kneel, and reach above the shoulder. 	<p>Work Environment:</p> <ul style="list-style-type: none"> • Office • Sterile and Nonsterile laboratory • Public retail store
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SaveWay Compounding Pharmacy, a Myonex company is committed to ensuring equal opportunity in all aspects of employment. We do not discriminate against anyone on the basis of race, religion/creed, color, gender identity, sexual orientation, marital status, pregnancy, national origin, ancestry, military status, disability or perceived disability, use of a guide or disability support animal, or membership in any protected class as defined by applicable laws and regulations. If an employee or applicant feels they have not received equal or fair treatment, we encourage them to contact Human Resources.

Supervisor:		Date:	
Employee:		Date:	



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This job description supersedes all previous job descriptions for this role. This job description is intended to be a tool to describe the primary purpose of the job and the key duties and responsibilities. The job description may not be inclusive of all duties and job responsibilities. Management has the right to add to or change the job responsibilities.

This job description does not serve as an employment agreement or contract.