



Job Posting

Job Title: Pharmacy Customer Service Specialist

Department: Pharmacy

Immediate Supervisor Title: Pharmacist in Charge

Status: Part-time

Location: Brighton Blvd, Zanesville, Ohio

\$250 Retention Bonus Provided-Must work a minimum of 20 hours per week to be eligible

General Summary: This position is a non-exempt, sales position responsible for greeting and assisting customers in a prompt, courteous, and professional manner. This position requires attention to detail and organizational skills that ensure prompt payment for prescriptions and store merchandise. The pharmacy customer service specialist supports the pharmacist in ensuring the maintenance of efficient pharmacy operations, customer satisfaction and loyalty, and regulatory compliance. This position also has responsibility for complying with rules governing the role of a pharmacy technician as issued by the state of Ohio or the State Board of Pharmacy.

Essential Job Responsibilities:

1. Greet and serve customers in a timely, friendly, and professional manner.
2. Keep assigned area neat, clean, and stocked.
3. **Be able to demonstrate proficiency in all of the Front Register Cashier duties.**
4. Have basic knowledge of the functions of Pharmacy computer system including "work flow".
5. Be proficient at the Prescription bagging system.
6. Be able to generate courier manifest.
7. Process charge account payments and charges including the daily cash delivery accounts.
8. Triage customers to evaluate wait times.
9. Have general knowledge of DME equipment in order to answer questions and complete rental and purchase paperwork accurately.
10. PSE sales and log book as well as the signature log.
11. Promote all pharmacy programs with each customer.
12. Know proper pharmacy closing procedure including restocking process.
13. Perform other duties as assigned by management.

Education: High school or equivalent. Will be required to register as a Pharmacy Technician Trainee through the Board of Pharmacy.

Experience: One year experience as a cashier preferably in a retail pharmacy setting.

Hours of Operation: Monday-Friday: 8:30 a.m.-7:00 p.m., Saturday: 8:30 a.m.-3:00 p.m., Sunday: Closed

Application Procedures: Apply online at <https://www.shriverspharmacy.com/CareerOpportunities/Apply-Online/> or send your resume to hr@shriverspharmacy.com.