



## Customer Service Representative I

### What You'll Do:

The Customer Service Representative I will work in an inbound call center and respond to 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 customer facing environment such as customer service, retail or other customer facing office/clerical
- Previous inbound call center experience in employee benefits, pharmacy/prescription drugs, or similar experience preferred.
- Previous pharmacy or pharmacy benefit manager 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 is a full-service pharmacy solutions provider based in Milwaukee, Wisconsin. We specialize in pharmacy benefit management, mail order services, and specialty medication management. For more than 35 years, Serve You Rx has been collaborating with benefit advisors, third-party administrators, and employers to design and deliver strategies that reduce prescription drug costs and improve consumer access to affordable and clinically appropriate medication therapies. Serve You Rx is privately held, and our owned assets include our Specialty Pharmacy, mail order pharmacy, and member services call center. In addition to the great workplace culture, Serve You Rx offers generous benefits to include: medical, dental, vision, 401k, HSA, identity theft, and pet insurance, 18 days of paid time off in your first year. If working on site, we offer 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.

Serve You Rx will pay for employees to obtain and maintain their Pharmacy Technician Certification (CphT) through the Pharmacy Technician Certification Board (PTCB). In doing so employees can further advance their career with us and earn additional income.

Qualified applicants are encouraged to apply! Send your cover letter, resume and salary requirements to [HR@ServeYouRx.com](mailto:HR@ServeYouRx.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.