



## **Pillow PharmaHealth**

### Customer Service Representative (“CSR”) – Job Description

#### **About Us**

Pillow Pharmahealth (Pillow<sup>PH</sup>) is a start-up Pharmacy Benefit Manager (“PBM”) founded to disrupt the marketplace by bringing clarity, great service and lower costs to patients and payers. Pillow<sup>PH</sup> is looking for hardworking people to join our team.

#### **Position Summary**

We are looking for a customer oriented serviced representative to assist patients and retail pharmacists with their inquiries. We are a young and exciting PBM company looking to raise the bar in service excellence.

#### **What does a CSR do?**

A CSR will act as a liaison, provide product/services information and resolve any emerging problems that our patients and retail pharmacists might face with accuracy and efficiency.

The best CSRs are genuinely excited to help customers. They are patient, empathetic and passionately communicative. They love to help. CSRs can put themselves in their customers’ shoes and advocate for them, when necessary. Problem solving also comes naturally to CSRs. They are confident at troubleshooting and they investigate if there is not enough information to resolve customer complaints.

The goal is to ensure excellent service standards, respond efficiently to customer inquiries and maintain high customer satisfaction.

## **Responsibilities**

- Handle inbound phone calls from patients and retail pharmacists in an Automated Call Distribution (“ACD”) environment.
- Identify and assess customers’ needs to achieve satisfaction.
- Build confidence and trust with patients and pharmacists through open and interactive communication.
- Provide accurate, valid and complete information by using the right methods and/or tools.
- Meet and achieve service level targets – calls handled, accuracy and satisfaction.
- Handle inquiries and complaints, provide appropriate solutions and alternatives within the time limits provided, follow-up to ensure resolution. Keep records of customer interactions, process customer accounts and file documents.
- Follow communication procedures, guidelines and policies.
- Take the extra time to engage customers.

## **Requirements**

- Proven customer support experience or experience as a client service representative.

- Track record of over-achieving quota.
- A proven skillset that has strong phone contact and active listening abilities.
- Familiarity with Customer Resolution Management (“CRM”) systems and practices.
- Customer orientation and the ability to adapt and respond to different types of callers and/or customers.
- Excellent communication skills.
- The ability to multi-task, prioritize and manage their time effectively.
- High School Degree

If you think you’ve got what it takes to succeed with a dynamic, fast-growing team, then please send your resume and cover letter to us for consideration at [careers@Pillow<sup>PH</sup>.com](mailto:careers@PillowPH.com).