

Customer Service Agents or Care Advocates – Chime Solutions

CSA or Patient Care Advocates (Dedicated)	Role	Qualifications
	<p>Handle customer service inquiries from members, providers, physicians and internal and external clients related to pharmacy benefits. Work to research and resolve problems in a timely manner. Assist members in understanding and maximizing the use of their pharmacy distribution program. Use computerized system to gather information and respond to questions. Document issues and resolutions in a common database. Escalate issues as necessary.</p> <p>Customer Service Representatives will:</p> <ul style="list-style-type: none"> • Operate on multiple computer applications to assist call • Contribute towards the achievement of providing exceptional customer service • Demonstrate stamina to successfully complete HCP and Customers calls within established work hours • Provide, accept and act on performance feedback from peers, business partners, leadership and customer survey results • Focus on and demonstrate customer- centered goals and objectives • Demonstrate willingness to learn and effectively apply new skills/techniques as customer expectations change • Complete projects in established timeframes, as deemed necessary 	<p>Customer Service Representatives:</p> <ul style="list-style-type: none"> • Proficiency in the English language with CEFR or equivalent English language assessment scores of B2 or above • Possess a passion for Customer Service • Demonstrate innovative thinking and drive for results • Display exceptional oral and written communication skills. • Experience interfacing with international customers or the ability to interface with a culturally diverse population • Work experience in a Quality/Production driven environment • Knowledge of Medical terminology strongly preferred • Working knowledge of basic computer functions including Microsoft products, internet research and email communication. • Capability to navigate concurrently between multiple software

	<ul style="list-style-type: none">•• Maintain and recognize cultural differences/sensitivity• Professional interaction with HCPs, Customers, and internal management is crucial to success along with the desire to work in a production based environment and meet or exceed goals associated with Average Handle Time, Schedule Adherence and Quality; while using efficient and appropriate work practices	<p>systems with relative ease.</p> <ul style="list-style-type: none">• Ability to prioritize a multitude of tasks• Exceptional interpersonal skills• Ability to work independently and possess exceptional time management skills• Self-motivated and career-driven; seeking growth and learning opportunities.• Flexibility to support business outside normal work schedule as needed• High School Diploma required; Associates or Bachelor's degree preferred• Preferably 1+ years of customer service experience• Call center and/or Health care experience are a plus.
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