



# SALT RIVER PIMA-MARICOPA INDIAN COMMUNITY

Human Resources Department-Community Employment

10005 East Osborn Road

Scottsdale, Arizona 85256

Main: (480) 362-7907 / Fax: (480) 362-2691

## JOB POSTING FORM

**Business Name:** INTEGRITY RX SPECIALTY PHARMACY, LLC

**Workplace Location:** 8425 N 90<sup>TH</sup> STREET, SUITE 8, SCOTTSDALE, AZ 85258

**Position Title:** Customer Care Coordinator

**Position Status:**

- Full-Time  Part-time  
 Intern/Apprentice  Contractor  
 Other \_\_\_\_\_

**Rate of Pay per Hr: \$** \_\_\_\_\_

- Hourly  Commensurate  
 Salary  Commission

\_\_\_\_\_ **Hours Per Week**

**Benefits Eligible:**

- Yes  No

**Driver's License Required:**

- Yes  No

### JOB DESCRIPTION & DUTIES:

See Attachment

### MINIMUM QUALIFICATIONS:

See Job Description that is attached.

### APPLICATION SUBMISSION & EMPLOYER CONTACT INFORMATION

**ONLINE:** [WWW.integrityrxsp.com](http://WWW.integrityrxsp.com)

**SUBMIT RESUME ONLY TO:** [selliott@integrityrxsp.com](mailto:selliott@integrityrxsp.com)

**EMPLOYMENT OFFICE ADDRESS:** 8425 N 90<sup>th</sup> Street, Suite 8, Scottsdale, AZ 85258

**CONTACT NAME:** Shawn Elliott, VP of Financial Operations

**CLOSING DATE:** **Perpetually Open**

**CONTACT NUMBER/EMAIL:** **SELLIOTT@INTEGRITYRXSP.COM**

**FOR INTERNAL OFFICE USE**  
**POSTED BY:**

**Thoroughly fill-out highlighted areas on form and email the following Job Posting to [CommunityJobs@srpmic-nsn.gov](mailto:CommunityJobs@srpmic-nsn.gov)**

*Salt River HR is allowed 3 business days to advertise vacant/new positions, prior to public notice, to refer qualified SRP-MIC applicants for employment. All companies conducting business within the SRPMIC have agreed to Native American Preference as defined: Qualified SRP-MIC Members and Qualified Members of other federally recognized Indian Tribes shall receive preferences in hiring and in all other aspects of employment.*

*For additional information, please contact Russ Williams, Employment Compliance Coordinator at (480) 362-6623*

## **JOB TITLE: Customer Care Coordinator**

### **REPORTS TO: Pharmacist in Charge or Supervisor**

#### **SUMMARY**

Integrity Rx Pharmacy is looking for Customer Care Coordinators who are Pharmacy Technicians that have Clinical or Specialty Pharmacy experience and share our company's belief that relationships are built one at a time, on a strong foundation of Integrity, trust, and a relentless devotion to providing every one of our customers with the best customer service experience and access to the best clinical specialty pharmacists & pharmacy technicians in the industry.

This position has the primary responsibility of working closely with patients and their prescribing physician to ensure they receive all of their specialty medications when needed. To be successful in the role the applicant will need to possess superior customer service skills, the ability to build credible relationships, and the ability to remain objective under stressful situations. The skill set required for the position include excellent communication skills, critical thinking and problem solving techniques, and a working knowledge of the online prescription benefit adjudication process.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Call patient upon receipt of their prescription order or price quote request
- Ability to provide empathy and convey emotion over the phone
- Proven history of providing first-class customer service
- A personality that keeps calm under high stress and time constraints
- Verify patient insurance benefits to minimize patient cost
- Enters new prescription orders and refills into the Pharmacy Management System
- Quote prices based on insurance co-pays, discount programs, or retail cash price
- Discuss details and benefits of discount programs
- Obtain prior authorizations as needed
- Verify start date of medication
- Verify "ship to" patient address
- Obtain email address for tracking # and discount programs
- Gather pertinent payment information
- Schedule a ship date and preferred method
- Inquire if patient has any questions for a licensed pharmacist
- Alert the Pharmacist in Charge if/when issues of concern arise or complaints are received

#### **ESSENTIAL SKILLS AND EXPERIENCE**

- 2 + years Call Center experience
- High School Diploma or equivalent
- Have Pharmacy Technician License or willing to get Technician in Training License
- Superior Customer Service and Communication skills
- Ability to work well under pressure in a fast paced working environment
- Ability to multi-task and meet deadlines with little supervision
- Strong data entry skills
- Ability to work individually or in a team environment
- Bilingual (English/Spanish) strongly preferred
- Excellent attendance and punctuality records

#### **TYPICAL WORK CONDITIONS**

The physical demands and work environment are characteristic of those found in a typical mail order pharmacy environment. Minimal exposure to physical risks, such as operating dangerous equipment or working with chemicals. The majority of the day may consist of sitting or standing for long periods of time. Reasonable accommodations may be made for individuals with disabilities to perform essential functions.