

Employment Opportunities

EO-463

August 6, 2024

“Employment Opportunities” (EO) is a job clearinghouse for non-profit organizations. A one-time listing in Positions Available for LeadingAge Wisconsin members/subscribers is \$50 for a direct reply and \$75 for a blind ad. The fee for non-members for a onetime listing in Positions Available is \$100 for a direct reply and \$125 for a blind ad.

Employment Opportunities are typically included in our *Member Updates* newsletter. Ads submitted also are displayed on the LeadingAge Wisconsin website which can be found at:

www.leadingagewi.org/services-education/employment-opportunities.

EO-1054 Client Services Specialist – Eau Claire / La Crosse, Wisconsin

Department: Health Direct Institutional Pharmacy Services

Reports To: Manager of Client Services & Relations

Type of Position: Salaried Exempt

Location: As needed based on pharmacies served

Travel: Extensive travel required (75%), visits to clients and trade shows

Scope of Responsibilities: The Client Services Specialist serves as the primary conduit between the pharmacy and the customer. They act as the key advocate for the customer within the overall pharmacy team providing clear, routine communication across all channels and with major players both internally and externally. Despite being primarily customer facing, it is imperative that the CSS maintain their role as a member of the HealthDirect team, while serving as a resource & advocate for their customers.

Job Summary: Coordinate and implement the setup and support of all clients for all aspects of customer service, account management, and quality assurance.

Job Duties:

- Establishing and cultivating strong relationships with key stakeholders at the customer level
- Supporting in the retention of 100% of existing business
- Maintain current, accurate records in CRM software database, to include customers, customer contacts, notes, emails, documents, and all information pertaining to associated activities.
- Responsible for oversight and coordinating on-site visits for facilities.
- Oversee and coordinate on-site resolution of customer service issues to clients.

- Communicate immediately with local and corporate management any indications that customers are at risk of contract termination and accompany these communications with evidence that supports those indications, be it factual information or customer perception.
- Interface with various external business partners as needed for program development and problem resolution.
- Maintain brand-aligned, active social-media accounts to drive brand awareness and engage customers.
- Responsible for the assessment, evaluation and implementation of technologies needed to maximize efficiencies within supervised departments.
- Responsible for completing all mandatory and regulatory training programs.
- Perform other duties as assigned.

Job Requirements:

- Exceptional written and verbal communication skills
- Strong PC skills including Microsoft Office
- Extensive travel daily to interface with customers which may include evenings, overnights, and weekends
- Highly self-motivated and enthusiastic

Required Training:

- HIPPA Privacy Course
- HIPPA Security Course

Management Skills Required:

- Customer Service: Must provide timely and accurate responses to all business associates and customers.
- Planning: Must develop effective plans, objectives and goals that achieve desired results in a timely manner
- Organization: Must organize work in a systematic way, establish clear lines of responsibility, and delegate effectively
- Communication: Must write and speak clearly and effectively at all levels, listen and be attentive to others
- Decision Making: Gather, analyze data, and make and/or implement effective decisions in a timely manner.
- Technology: Must use technology to its fullest potential to achieve department and corporate goals

Leadership Skills Required:

- Leadership: Gains acceptance of ideas and accomplishes goals through subordinates, peers, and teams
- Personnel Development: Selects, trains, coaches and develops associates and teams for peak performance.
- Teamwork: Must strengthen team performance by sharing information, establishing guidelines and celebrating success
- Empowerment: Demonstrates positive and active ownership of one's responsibilities and fosters the same in others
- Employee Relations: Provides and solicits constructive feedback, evaluates performance and takes corrective action.

Behavioral Traits:

- Intuitive/Open minded: Must be able to see opportunities, develop and implement creative solutions to complex problems.
- Achievement Drive/Commitment: Driven to achieve goals, objectives and results. Fosters a culture of continuous improvement.
- Positive/Supportive: Inspires and shows faith in others, builds a positive and supportive work environment.
- Flexibility: Ability to adapt to changing business needs. To balance multiple priorities and deliver under pressure.

Education:

- Required: AS Degree or Higher in Business Administration, Marketing or related field
- **Preferred:** Bachelors Degree or higher in Business Administration, Marketing or related field and 2 to 3 years experience in account management

Experience:

- Required: Experience as a Customer Service Rep
- Preferred: 2 Years experience with Health Care and /or Account Management

Special Conditions of Employment:

- Criminal background check and/or drug test
- Initial and continuous exclusion and sanction/disciplinary monitoring

Interested applicants can apply online via this link: www.hdrxservices.com/careers