



Example of Pharmacy Specialist Job Description

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Our innovative and growing company is searching for experienced candidates for the position of pharmacy specialist. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for pharmacy specialist

- GHX Order Center certification preferred for Materials Management departments
 - Current clinical certification and/or license for buyers supporting clinical areas
 - Provide data reports, data-mining, spreadsheets, and analysis on an ad-hoc basis for PSAO/chain pharmacy customers to verify the status of contracts sent, completed, and returned on file
 - Mentor and offer assistance and guidance to Pharmacy Network Development Specialists
 - Processes and/or communicates multiple types of pharmacy benefits including coordination of benefits, direct member reimbursements, coinsurance benefits and mail order prescriptions
 - Receives incoming calls from members, providers, facilities, employer groups, and other departments
 - Educates callers on correct use of their plans, including coverage of benefits, utilization, and administrative guidelines, in collaboration with teammates and other departments
 - Consistently demonstrates excellent customer service skills including problem solving, telephone etiquette, and responsiveness to customers
 - Ensures that all department standards and expectations are met pertaining to call statistics, production, documentation, and quality/accuracy
 - Efficiently and quickly addresses and solves problems on phone calls
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- Proven experience handling difficult encounters and/or service breakdowns
- Ability to adapt quickly to challenging and changing environments
- Ability to work with interdisciplinary groups to affect a patient safety focused outcome
- Ability to train, give and receive instructions
- Excellent analytical and problem solving skills, including data manipulation, review and presentation
- Willing to travel 25% of the time within the region