



Position: Member Service Representative

MedalistRx is a Pharmacy Benefit Management Company based in Tulsa, OK. We manage prescription insurance benefits and handle the claim processing for self-funded clients through-out the United States. We are currently looking to hire a full-time Member Services Representative to add to our team!

Job Description

The **Member Service Representative** position is responsible for providing expertise and guidance to members who are looking for support with their pharmacy benefits. Member Service Representatives assist our members to not only provide outstanding customer care but help our members understand their personal pharmacy benefit benefits and are responsible for monitoring daily claim activity to prevent member disruption.

Requirements

- ✓ High school diploma, GED or equivalent years of work experience
- ✓ Pharmacy Tech experience preferred
- ✓ One or more years of customer service experience OR experience in a medical office, health care, call-center or office setting analyzing and client problem solving
- ✓ Familiarity with computer and Windows PC applications, which includes the ability to navigate and learn new and complex computer system applications
- ✓ Demonstrated ability to listen skillfully, collect relevant information, build rapport and respond to customers in a compassionate manner
- ✓ Proficient in translating health care-related jargon and complex processes into simple, step-by-step instructions customers can understand and act upon
- ✓ Proficient conflict management skills including the ability to resolve stressful situations assertive, self-motivated, courteous, professional, respectful, confident, good memory, reliable, confident are words to describe the candidates for this position.

\$12 - \$16/Hour based on experience, 40 hours a week, with medical, pharmacy, vision & dental benefits. Shifts vary between 8 a.m. – 8 p.m. (Ex: 8-4/10-6/12-8) Monday through Friday with potential to cover occasional Weekend shifts Saturday 10-3, Sunday 12-4.

To apply send resume to naly@medalistrx.com