



Job Title:	Intake Processing Coordinator	Position Type:	Full-Time
Reporting to:	Director of Operations	Location:	Newark, DE
Department/Group:	Front-End	Travel Required:	<5%
Job Description			

The Intake Processing Coordinator is responsible for answering phones, providing customer service, and receiving new and refill prescription orders from practitioners and patients. They will collect and input demographic data, receive and process payment information from clients, receive and relay information to the appropriate department(s) throughout the facility.

Duties:

- Answer phones in a friendly and professional manner.
- Receive and record new prescription orders or refill requests from practitioners.
- Take refill requests from clients.
- Input prescription information and patient or practitioner demographics accurately into pharmacy software.
- Answer customer questions within the scope of being a Certified Pharmacy Technician.
- Transfer phone calls to the appropriate person.
- Pay attention to detail and be able to multitask.
- Keep the work area and Intake Department neat, clean, and free of clutter by performing weekly chores as assigned.
- Maintain a safe work environment and exhibit safe work practices.
- Pursue personal development of skills and knowledge necessary for the effective performance of the role. Willing to attend training to further develop relevant knowledge, technique, and skills.
- Perform other related duties as assigned when needed.
- Must have flexibility to work outside normal work hours, as required.
- Embody the Myonex company Core Values:
 - Be a Great Team Player
 - Be Client Focused
 - Learn & Grow
 - Find a Way

Education & Experience

- High School Diploma or equivalent.

Skills/Qualifications:

Teamwork

- Demonstrate and promote a spirit of cooperation and teamwork throughout.
- Continually look for ways to improve processes and enhance customer satisfaction.



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Skills/Qualifications (continued):

Language Skills

- Able to effectively present information and respond to questions from customers, coworkers, and leadership.

Mathematical Skills

- Able to work with and apply mathematical concepts and practical situations.
- Able to determine the amount of medication needed to fulfill the number of days' supply of medication ordered by the practitioner.

Reasoning Ability

- Able to actively listen, receive information and/or complaints or inquiries from customers or coworkers, remain calm and professional, and understand when to escalate difficult situations to upper management.

Customer Service

- Provide exceptional customer experience. Communicate with customers in a friendly, professional, and patient manner at all times.
- Perform all duties with the goal of building and maintaining long-term customer relationships.
- Immediately address any customer concerns.
- Request involvement of other personnel as required. Escalate situations to a supervisor as needed.
- Notify Director of Operations, Department Manager, or Pharmacist-in-Charge of any major concerns and the action taken to resolve them.

Safety

- Use and promote safe work practices throughout the facility.
- Notify Director of Operations, Department Manager, or Pharmacist-in-Charge of any unsafe conditions or practices.

Other Requirements

- Strong organizational skills
- Excellent oral and written communication skills
- Professional appearance
- Mobility within the entire facility
- Able to prove US employment eligibility
- Able to pass drug screening
- Able to pass background screening
- Flexibility to work overtime/weekends, as required



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Commitment Limitations

- Must not make a non-budgeted, emergency expenditure, or commitment of the company.

Confidentiality/Conduct

- Must not divulge any confidential patient or protected health information (PHI).
- Will not engage in gossip or other unprofessional conduct.
- Must comply with HIPAA's privacy and security requirements.
- Will not share any proprietary information.

Appearance

- Must maintain a professional appearance. Attire should be neat and clean, non-shedding materials are preferred. Due to the mobile nature of the position, clothes and shoes should be comfortable.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to perform this job. Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions.

- Able to work up to 40 hours per week, scheduled in up to 8-hour shifts.
- Able to stand, walk, bend, kneel, climb, and use repetitive foot movement throughout the shift.
- Able to lift as much as 50 pounds.
- Able to use repetitive hand movement with simple grasping and fine manipulation, pushing and pulling, and able reach above the shoulder.
- Able to perform all tasks while fully garbed in department-required Personal Protective Equipment
- Must be able to spend as long as 4 hours in the controlled environment performing compounding and/or cleaning activities. The employee frequently is required to sit; lift 20 to 50 pounds; repetitive hand movements pushing and pulling; bend and carry.
- The employee is continuously required to use repetitive hand movement with simple grasping and fine manipulation, climb, kneel, and reach above the shoulder.

Work Environment:

- Office
- Sterile and Nonsterile laboratory
- Public retail store



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SaveWay Compounding Pharmacy, a Myonex company is committed to ensuring equal opportunity in all aspects of employment. We do not discriminate against anyone on the basis of race, religion/creed, color, gender identity, sexual orientation, marital status, pregnancy, national origin, ancestry, military status, disability or perceived disability, use of a guide or disability support animal, or membership in any protected class as defined by applicable laws and regulations. If an employee or applicant feels they have not received equal or fair treatment, we encourage them to contact Human Resources.

Supervisor:		Date:	
Employee:		Date:	

This job description supersedes all previous job descriptions for this role. This job description is intended to be a tool to describe the primary purpose of the job and the key duties and responsibilities. The job description may not be inclusive of all duties and job responsibilities. Management has the right to add to or change the job responsibilities.

This job description does not serve as an employment agreement or contract.