



<https://offline.gpmc.uhc.com/jobs/remote-customer-service-representative/>

Remote Customer Service Representative

apply for this job

Industry

Private

Hiring organization

Pfizer

Employment Type

Full-time

Date posted

June 11, 2024

Base Salary

\$ 20 - \$ 40

Valid through

13.04.2025

Working Hours

7

Job Location

United States

Remote work from: USA

Description

Customer Service Representative (Contract) Contract (2 months 23 days)
Published 10 months ago CLOSED Microsoft Office reporting Technical Support
SAP Customer Service Payments order management Remote Customer Service
Representative- 2 Positions Available! Summary: As the initial point of contact, the
Customer Service and Technical Support Representative serves as the face of
Pfizer to our vaccine and hemophilia customers, including but not limited to
healthcare professionals, home health facilities, specialty distributors, and
government entities. The Customer Service Representative supports not only
customers but also sales force members and other internal stakeholders.
Responsibilities: • Manage customer orders and inquiries by serving as the initial
point of contact for customer telephone calls, consistent with product or brand-
specific requirements • Remain available to answer incoming calls at a rate
consistent with metrics set by the customer service management team • Support
the logistical complexities of COVID vaccine by handling customer calls and email
interactions • Partnering with the Quality/Controlant and Transportation team on any
temperature deviations or delivery issues. • Assist customers as they make credit
card payments and issue resolution according to business rules and policies •
Support vaccine and hemophilia initiatives – contracting, pricing, customer
intelligence, and reporting, etc. • Maintain a detailed working knowledge of Pfizer
trade policies, SOPs, and standard business processes in order to respond to
customer and sales force inquiries regarding the Pfizer Trade Policy, Return Policy,
shipping practices, invoice terms, product availability information, accepting credit
card payments when appropriate, and product-specific order handling guidelines •
Handle customer contacts in a professional, diplomatic, and empathetic manner, as
defined in quality monitoring guidelines • Must stay abreast of changes in scripts,
procedures, and products • Support Sarbanes Oxley by adhering to internal
controls • Redirect callers who require assistance from other departments • Initiate
requests for new customer accounts and account changes • Support customer
inquiries/issues regarding the Pfizer Prime website • Complete all assigned training
• Participate in special projects as assigned • Partnering with the GFS team to
respond to inquiries and issues Qualifications: • Bachelor's degree preferred or high

school diploma with a minimum of 2+ years of Customer Service experience • Ability to remain professional and courteous with customers at all times • Excellent verbal and written communication skills • Ability to multi-task, prioritize and manage time effectively • Proven problem-solving ability • Proficient in Microsoft Office • SAP knowledge preferred Rate/Location: • \$17.50-\$19.50/hr • This is a remote position unless the candidate lives in Memphis, TN • Preference to candidates within commutable distance to Collegeville, PA. or Lake Forest, IL. Available Shifts: • 8:00 AM – 4:30 PM EST • 9:30 AM – 6:00 PM EST Please note contractors are engaged to provide services to Pfizer on a temporary basis in connection with a specific assignment. Contractors are hired and employed through Atrium, our third-party payrolling partner. This job posting is for a temporary role as an employee of Atrium on assignment at Pfizer. The individual selected for this role will be offered the role as an employee of Atrium; compensation, medical benefits, fringe benefits, and other terms and conditions of employment shall be presented by Atrium upon offer. The pay rate range provided is a reasonable estimate of the anticipated compensation range for this job at the time of posting. The actual pay rate will be based on a number of factors, including skills, competencies, experience, location and/or being pursued, and other job-related factors permitted by law. In addition, this role will be eligible for overtime pay, in accordance with federal and state requirements.