



<https://jobsfor7.com/job/customer-care-representative-remote-customer-care-amazon-pharmacy/>

Customer Care Representative, Remote Customer Care – Amazon Pharmacy

Hiring organization
Amazon

Job Location

United States
Remote work from: USA

Date posted
September 30, 2024

Base Salary

USD 40 - USD 50

Valid through
31.05.2025

Employment Type

Full-time, Part-time

APPLY NOW
Apply Now

Description

As a Customer Care Representative, you will play an essential role in empowering our customers to

take their medications and achieve better overall wellness.

This position is fully remote and you'll be working from home virtually. This role will require you

to work a variable reduced hour schedule that may start and end outside of normal business

hours. This position is 40 hours per week, but may require additional or fewer hours due to

business requirements.

#everydaybetter

Key job responsibilities

- Virtually assist customers and other advisors over the phone, email, and on the web with

billing/insurance verification, product, or service questions

- Manage both inbound and outbound calls

- Proactively identify solutions to questions you anticipate our customers having in each

interaction

- Take a hands-on approach to resolving every issue, owning it from start to finish or partnering

with pharmacist and pharmacy staff if clinical advisement is necessary

- Provide best-in-class service experience for our customers while working in a fast-paced

environment

- Help answer customer inquiries regarding their insurance and copays, as well as shipping needs

- Provide our customers with technical support when navigating pharmacy.amazon.com

- Serve customers in a timely manner to ensure we are maximizing our relationship with them

- Understand each interaction is about more than solving a single problem, but an opportunity to

build a long-term relationship

- Promote customer privacy and safety by maintaining adherence to the company's Work From Home policy