

HIRING EVENT

Spherion Staffing

Interviews and Applications

April 16, 2019

10:00 am - 12:00 pm

PA CareerLink® Bucks County
1260 Veterans Hwy
Bristol, PA 19007

For Inquiries Contact:

Jessica Peterson

215-781-1073, ext. 2203

jpeterson@buckscareerlink.org



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You must apply on www.pacareerlink.pa.gov using the job posting number below

Position Available:

***Pharmaceutical Customer Service,
Data Entry Operators and Outbound
Customer Service (#12937708)***

Essential Functions:

- Promote meaningful relationships and brand loyalty through engaged and informed conversation with customers (healthcare providers, office staff, patients, pharmacists, and pharmaceutical sales representatives)
- Manage a high volume of inbound and/or outbound contact with customers via telephone, email, and chat
- Investigate issues that cannot be resolved at the initial point of contact and follow through until issue resolution
- Share feedback and assist management in enhancing the programs in order to provide the best

Qualifications:

- Ability to multi-task while handling inbound and/or outbound calls across many accounts and systems
- Display tact and diplomacy in response to unfavorable or negative situations
- Must have proven ability to provide consistently high quality of service
- Extensive keyboarding, switching from multiple applications and use of phone