



## **Bilingual Patient Support Specialist - menMD**

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### **Job Description – Patient Support Specialist**

**Monday through Friday from 8 AM – 5 PM and 12 PM – 9 PM**

**Rotating Saturday 9 AM – 5:30 PM**

menMD is a national specialty healthcare company in men's health responsible for coordinating the care of patients between the physician's office and the pharmacy. Our Patient Support Specialists are the first line of contact for all inbound patient calls ensuring that the patient's pharmacy needs are fulfilled in a timely, accurate, and service oriented manner. Our Patient Support team responds to inbound calls and live chat sessions to place orders, track shipments, and request refills.

#### **Job Tasks and Responsibilities:**

- Take inbound calls for orders.
- Resolve customer service issues via phone or live chat
- Process prescription requests, prescription transfers and in-network doctor referrals for patients.

#### **Requirements:**

- High School Diploma required
- Previous experience working in customer contact/call center, healthcare, banking, insurance, or retail sales strongly preferred.
- Bilingual (Spanish and English) preferred, but not required.
- Excellent customer service and communication skills required.
- Able to multitask and process transactions and data with speed and accuracy.
- Ability to work independently, under general supervision.
- Ability to prioritize workload and meet established contact center operational indicators (average handle time, close ratio, call volume, etc.)

Job Type: Full-time

Pay: \$14.00 per hour

COVID-19 considerations:

All employees are required to wear a mask when not in their personal work space. We have recently resumed working in-office under socially distant CDC guidelines, but do have remote capability should the circumstances call for it.