



Customer Relations Specialist

REQUIREMENTS:

EDUCATION:

- High School diploma or equivalent

EXPERIENCE:

- Retail sales experience preferred

OTHER REQUIREMENTS:

- Valid driver's license
- Dependable vehicle

SKILLS, KNOWLEDGE AND ABILITIES:

- **Honest, loyal and trustworthy**
- **Friendly and energetic** personality
- Ability to handle **multiple tasks** within prescribed timeframes efficiently and effectively
- Ability to take **initiative** to fulfill the duties and responsibilities of position
- Must be **detail-oriented** and able to **maintain an organized workflow**
- Must be **committed** to close follow-up and completion of all assigned tasks
- Possess basic **computer and data input skills**
- Skilled in operation of **basic office equipment** such as copier, fax, and telephone
- Must be able to **communicate** and work well with pharmacist, health care professionals, customers, peers and superiors in a cordial and professional manner
- Ability to use **cash register and 10-key calculator** with accuracy and efficiency
- Good **math and verbal skills**
- Ability to **sit and/or stand** for long periods of time
- Ability to **climb stepladders, bend, twist and maneuver** in tight spaces
- **Vision and hearing** correctable to normal
- Ability to lift up to **40 pounds**
- Ability to read, write and speak **English** fluently
- Good **short and long-term memory**
- Recognize own limitations and seek assistance when required



TASKS AND DUTIES:

CUSTOMER RELATIONS:

- Answer phone calls
- Provide exemplary service to customers
- Assist customers with the selection of merchandise
- Utilize the Point-of-Sale system to process customer purchases and payments
- Receive, restock, order and face merchandise
- Manage over-the-counter stock for outdated medications
- Prepare daily deposits and file reports for other internal users
- Educate customers on pharmacy services
- Create and rotate eye-catching store displays
- Run town errands to the post office, bank, etc. as needed
- Assist with marketing and publicity activities

DELIVERY DRIVER:

- Make deliveries to customers on an as needed basis
- Use of personal vehicle is occasionally required – mileage to be reimbursed at federal rate

OTHER:

- Housekeeping – dusting, vacuuming, sweeping/mopping, rotated restroom cleaning etc.
- Function within the limits of the law and Midwest Family Health policies and procedures and the employee manual
- Perform other tasks and duties as assigned to assist in the smooth, efficient operation of the store