

Customer Service Specialist (Caseworker)

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Company: CB Canada

Location: Canada

Category: office-and-administrative-support

Are you looking to make a difference in a patient's life? At AmerisourceBergen, you will find an innovative and collaborative culture that is patient focused and dedicated to making a difference. As an organization, we are united in our responsibility to create healthier futures. Join us and Apply today!

What you will be doing

PRIMARY DUTIES AND RESPONSIBILITIES:

The management of the assigned projects and/or cases.

Adherence to the general company processes

Telephone support:

Implementing call-centre programs including the provision of patient, healthcare professional and funding bodies with telephone support. Current assistance lines focus on:

funding and access issues, including private, public and special access programs;

compliance programs

Administer and adhere to case-management protocols, including clinical monitoring,

data collection, on-going patient follow-up, compliance, therapy disruption/discontinuation monitoring, adverse event reporting and liaison with primary healthcare providers;

Implementing pharmaceutical and biotechnology related market research initiatives with physicians, patients, pharmacists or other allied health professionals;

All patient programs are based on casework methods and include a significant amount of out-bound calls.

Document each activity in program specific database.

Participate and attend on-going refresher training and in specialized training courses for specific products or programs as deemed appropriate by the manager.

Provide feedback regarding current protocols, database, processes, and inter-departmental relationships.

Clear communication to manager, pod, and program trained colleagues regarding the management of cases during foreseen absences.

With the managers, participate in the training process of new caseworkers, including but not limited to shadowing & call monitoring.

Responsible to report all Adverse Events to the assigned units/departments

The Caseworker will also be assigned other duties and tasks as required from time to time

What your background should look like

EXPERIENCE AND EDUCATIONAL REQUIREMENTS:

Requires broad training in fields such as business administration, accountancy, sales, marketing, computer sciences or similar vocations generally obtained through completion of a two-year associate's degree program or equivalent combination of experience and

education.

A minimum of one (1) year experience in customer service

Ability to multitask

Attention to detail

Strong Problem solving skills

Experience in the medical and pharmaceutical field is an asset.

Working knowledge of Word, Excel and Outlook

MINIMUM SKILLS, KNOWLEDGE AND ABILITY REQUIREMENTS:

Advanced knowledge of pharmaceutical distribution industry

Working knowledge of automated warehouse operating system

Strong business and financial acumen

Strong analytical and mathematical skills

Ability to communicate effectively both orally and in writing

Effective interpersonal and leadership skills

Effective organizational skills; attention to detail

Ability to consistently meet deadlines

Excellent problem-solving skills; ability to resolve issues effectively and efficiently

Excellent presentation skills

Knowledge of Microsoft Word, Excel, PowerPoint and other Office Programs

Why choose Innomar Strategies?

“Remote-First” culture – flexible opportunities to work from home!

Competitive Total Rewards Package:

Base salary + bonus programs

RRSP matching

Employee Share Purchase Plan

Flexible benefits program (in effect on day one), including:

Healthcare Spending Account

Wellness Account – to focus on your nutrition, fitness, health and well-being

Parental Leave Top Up, 24/7 Employee Assistance Program, and Virtual Healthcare

Tuition Reimbursement + Employee Referral Programs

Growth opportunities for career advancement

Learning Programs, Leadership Training and Mentorship Programs to further your professional development

Ability to make an impact in creating healthier futures

We value diversity, equity and inclusion to foster a culture of belonging

As of October 18, 2021, AmerisourceBergen requires all Canadian team members to be fully vaccinated and show proof of completed vaccine status at time of hire. If you cannot receive the COVID-19 vaccine due to a qualifying medical condition or sincerely held religious belief you will be required to follow AmerisourceBergen's policy and process to apply for an exemption/accommodation.

#LI-AR1

What AmerisourceBergen offers

We offer competitive total rewards compensation. Our commitment to our associates includes benefit programs that are comprehensive, diverse and designed to meet the various needs across our associate population.

Throughout our global footprint and various business units, we take a balanced approach to the benefits we offer. Many benefits are company-paid, while others are available through associate contributions. Specific benefit offerings may vary by location, position and/or business unit.

Schedule

Full time

Affiliated Companies:

Affiliated Companies: Innomar Strategies

Equal Employment Opportunity

AmerisourceBergen is committed to providing equal employment opportunity without regard to race, color, religion, sex, sexual orientation, gender identity, genetic information, national origin, age, disability, veteran status or membership in any other class protected by federal, state or local law.

COVID-19 Vaccine Policy

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apply for an exemption/accommodation.

Accessibility Policy

AmerisourceBergen is committed to fair and accessible employment practices. When requested, AmerisourceBergen will accommodate people with disabilities during the recruitment, assessment and hiring processes and during employment.

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Cross References and Citations:

- 1. Customer Service Specialist (Caseworker) CiviljobsJobs CanadaCiviljobs** ↗
- 2. Customer Service Specialist (Caseworker) Ukjobscareer Jobs CanadaUkjobscareer** ↗
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