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|  | **JOB AND ROLE DESCRIPTION** |

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| **Position Name** | **Operations and Client Support Advocate/ Agent** | **Company** | Scripta Insights |
| **Job purpose** | This position is a versatile role that primarily serves as a backup to the Customer Service Representative (CSR) during times of absence or high-volume communication periods. However, the role also encompasses a wide range of delegated tasks that are essential to maintaining efficient business operations. This position requires an individual who is organized, detail-oriented, proactive, and adaptable, with the ability to handle multiple responsibilities effectively. | | |

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| **REQUIRED QUALIFICATIONS** | |
| **Education** | |
| -College Diploma  -Administrative management careers, or a Degree in Communications, Project Management, or related fields. | |
| **Training or Expertise** | |
| High English level (Well spoken, well written). **Native level or** **minimal accent Speaking.**  Project Management Experience  Strong Microsoft Office skills | |
| **Experience** | * +2 years of Proven experience working as Customer Service Representative for USA -based companies * + 2 years of Experience with CRM systems * Mandatory experience in the healthcare industry, particularly with US-based companies |

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| **JOB FUNCTIONS** |
| Responsible for creating and/or following established processes related to envelope supply inventory coordination with our mail vendor. |
| Responsible for supply inventory of "onboarding client kits" and other marketing collateral. |
| Create standard reports from CRM for distribution to Executive team. |
| Possess the ability to anticipate supply needs based on scheduled client launches. |
| Possess the ability to monitor timelines of projects and assist in project coordination |
| Act as a liaison, provide product/services information and resolve any challenges or questions that our customers might face with accuracy and efficiency. |
| Manage incoming calls, chats, and emails from our client’s employees. |
| Make outbound calls to support communication campaigns to our client’s employees.  Identify and assess customers’ needs to ensure there are met or exceeded. |
| Provide accurate, valid, and complete information by using the right methods/tools |
| Meet personal/customer service team efficiency targets |
| Handle customer concerns, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution. |
| Keep accurate records of all customer interactions using our CRM software. |
| Assist with reporting of the departments KPIs and performance metrics. |
| Follow communication procedures, guidelines, and policies. |
| Take the extra mile to engage customers. |
| Always maintain compliance to HIPAA (Health Insurance Portability and Accountability) privacy standards. |
| Assist with administrative tasks as requested on a regular basis especially during non-peak call times. |
| Assist with any other standard business tasks in support of the team as needed on a regular basis |
| Should be able to understand and have a working knowledge of the necessary systems needed to complete the day-to-day job requirements |
| Take all measures to address customer requests/complaints prior to escalating to Team Lead or Supervisor |
| Answers and directs all incoming calls according to established guidelines. Feedback should be accurate and timely to avoid escalations |
| Identify and implement opportunities to enhance a customer’s experience |

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| **REQUIRED SKILLS** |
| High English level (Well spoken, well written). **Native level or** **minimal accent Speaking.** |
| Proven customer support experience or experience as a client service representative |
| Possess the ability to anticipate |
| Highly responsible and self-motivated |
| Disciplined worker who can stay focused and engaged while working from home |
| Strong phone contact handling skills including active listening and patience |
| Solid knowledge of Microsoft Office |
| Customer orientation and ability to adapt/respond to different types of characters |
| Excellent communication and presentation skills |
| Ability to multi-task is a most, prioritize, and manage time effectively. |
| Flexible and willing to help as needed in other areas of the business |
| Administrative management careers, or a Degree in Communications, or related fields |
| Excellent Attitude: Diligent and positive attitude, willing to go the extra mile and risks while being a team player and you are resilient in the face of challenges |
| Critical thinker with a strong analytical skillset |
| Creative: Tailoring the right solution for a variety of customer requests |
| Record keeping and data entry |
| Ability to pivot as priorities change and problem-solving, handles stressful situations calmly |
| Flexible and has a "can do" attitude when requests fall out of normal day to day work |
| Ability to work in a fast-paced environment |

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| **WAGE COMPENSATION** |
| Compensation**: $1,400 (USD) Monthly**  **Schedule: Member Success coverage hours are 8:30 AM – 10:00 PM EST.**  **This is an independent contractor position requiring approximately nine scheduled hours of work per day. Hours of work are based on contract terms with some flexibility in hours to meet the needs of the clients and members. The initial engagement for this position is expected to be six months with the opportunity to continue indefinitely. Hours of work will be outlined in the offer letter.**  Internet and computer must be covered by the Contractor. |
| **ABOUT THE COMPANY:**  Scripta Insights is a high-growth, venture-backed healthcare IT company focused on lowering pharmacy benefit costs for self-insured employers, and their employees. We use sophisticated data analytics to identify savings opportunities making prescription drugs more affordable to our clients, and their employees, helping to improve quality of life and quality of outcomes.  Scripta’s portfolio of products use data analytics to review pharmacy benefit transactions allowing for better decision making both at the corporate level and at the employee level. The result is that self-insured employers, and employees save money on their pharmacy benefits every transaction, every day.  Help us change the rules of healthcare and create the future! Help us outpace other innovators in healthcare to deliver better care to patients, decrease cost and improve population health |