

<https://hiringqueue.us/careers/amazon-pharmacy-customer-care-representative-remote-customer-care/>

## Amazon Pharmacy-Customer Care Representative, Remote Customer Care

### Description

As a Customer Care Representative, you will play an essential role in empowering our customers to

take their medications and achieve better overall wellness.

This position is fully remote and you'll be working from home virtually. This role will require you

to work a variable reduced hour schedule that may start and end outside of normal business

hours. This position is 40 hours per week, but may require additional or fewer hours due to

business requirements.

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Key job responsibilities

- Virtually assist customers and other advisors over the phone, email, and on the web with

billing/insurance verification, product, or service questions

- Manage both inbound and outbound calls

- Proactively identify solutions to questions you anticipate our customers having in each

interaction

- Take a hands-on approach to resolving every issue, owning it from start to finish or partnering

with pharmacist and pharmacy staff if clinical advisement is necessary

- Provide best-in-class service experience for our customers while working in a fast-paced

environment

- Help answer customer inquiries regarding their insurance and copays, as well as shipping needs

- Provide our customers with technical support when navigating

### Hiring organization

Amazon

### Employment Type

Full-time

### Job Location

Remote work from: United States

### Base Salary

\$ 25 - \$ 40

### Valid through

31.01.2025

### Date posted

April 10, 2025

pharmacy.amazon.com

- Serve customers in a timely manner to ensure we are maximizing our relationship with them
- Understand each interaction is about more than solving a single problem, but an opportunity to

build a long-term relationship

- Promote customer privacy and safety by maintaining adherence to the company's Work From Home policy

#### BASIC QUALIFICATIONS

- High school diploma or equivalent (must be 18 years of age or older)
- 6+ months of professional experience working with computer and web-based tools
- Experience multitasking with phone and computer skills
- Submit and pass a pre-employment drug test in order to be considered

#### PREFERRED QUALIFICATIONS

- 1+ year of relevant phone or email customer service experience
- Excellent communication skills (spoken and written)
- Experience working in a customer service or call center
- Experience working in healthcare environment
- Experience working under pressure in a fast-paced work environment while consistently meeting standards for productivity and quality
- Demonstrated ability to work as a team member

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