

Corporate	Master Job Description		
	Revision:		

Department	Customer Service		
Job Title	Customer Service Representative	FLSA Status	Exempt
Role	N/A		
Sub Role (If any)	N/A		
Reports To	Senior Manager of Customer Service and Accounting		

1. Role Purpose:

(Provide a brief summary of the primary purpose of this role)

The primary responsibilities are to provide excellent customer service by processing orders on timely and accurately following KVK’s policies and guidelines. Responding to inquiries and requests from customers, pharmacies, and patients in a prompt and courteous manner following our standard operating procedures and cGMP and DEA regulations while supporting our outside sales.

2. Key Duties & Responsibilities:

(Briefly describe the essential activities that are performed by this role including key duties/responsibilities. Each statement should start with a verb. Additionally, indicate how frequently it is performed)

- Sales Orders that are received via EDI, Email, Fax, and ECommerce. Review, prepare and process Sales Orders using Syspro and generate Pick/Pack lists and send to Shipping department
- Perform and review inventory allocations to Sales Orders
- Troubleshoot for any incorrect Pick/Pack lists from Syspro
- Troubleshoot or assist Shipping department for scanning or other issues
- Determine Schedule for freight shipments
- Work with Shipping department to ensure all orders sent to Shipping are shipped
- Invoice daily of shipped orders
- Perform daily inventory reconciliations with shipping department
- Perform Suspicious Order Monitoring (SOM) following standard operating procedure (SOP) for all Controlled drugs by reviewing EDI 852 (inventory) data from customers and sales volume trending reports
- Determine for suspicious orders and flag orders for further review following DEA compliances
- Escalate to the Manager for all SOM flagged orders following our internal SOP
- Communicate with specific SOM flagged customers following our internal SOP
- Monitor and resolve pricing discrepancies on customer purchase orders and communicate with Pricing and Contracts
- Receive all customers’ emails and respond and resolve as needed
- Research and resolve various customer payment deductions

Corporate	Master Job Description
	Revision:

- Process and/or assist in customer, recall, and/or product complaint returns following our SOPs as needed
- Complete all manual DEA 222 forms
- Process DEA reports required for customers on timely
- Provide Sales support as needed
- Receive customer complaints and forward to Customer Complaint department and assist QA and Customer Complaints as needed
- Process and register all product registrations with various states
- Apply and renew all state licenses
- Collect and update Syspro for all customers' DEA and state licenses following our guideline
- Work with DEA Coordinator for all DEA compliances
- Provide reports to QA as needed
- Provide support to other internal departments as needed
- Process all quarterly Medicaid invoices
- Respond to all Medicaid related questions from States
- Other duties as assigned

3. Typical Supervisory Responsibility:

(Identify any responsibilities the role has for supervising others)

N/A

4. Education & Experience:

(Describe the education required for this role, including specifications, if any. If equivalent experience or knowledge can be substituted for the educational requirements, A combination of Education and experience shall be taken into account.)

Education Requirement	Specialization (If any)
Bachelor's degree or equivalent preferred	N/A
N/A	N/A

Experience Requirement

(Describe the experience required for this role. Identify the type of experience, number of years, and any additional comments on the experience and education requirements for the role. Also, include any geography specific requirement that differs from the experience.)

N/A	
Number of Years (Minimum to Maximum)	<i>1 - 2 years preferred</i>

Corporate	Master Job Description
	Revision:

5. Technical competencies/ Certifications/ Licenses:

(Briefly describe the required competencies such as, skill, ability, knowledge an individual must possess to perform the role. Also, identify any certification or licenses required to perform the role.)

Technical competencies	<ul style="list-style-type: none"> • Strong general system knowledge and MS Office programs, Outlook, Excel, Word • Able to work independently • Able to interpret and identify issues to be elevated to the management • Able to complete tasks • Research and gather information in a timely manner • Follow all SOPs accurately • Flexible and responsive • Outstanding organization skills; is detail-oriented self-starter; is able to independently prioritize and multitask; follows through consistently; demonstrates ownership through responsibility and accountability for end product; is proactive and persistent in job efforts; does not get frustrated with time limitations or high-pressure situations; works productively when under pressure • Strong typing and proofreading skills • Ability to work effectively in a fast paced, timeline-driven, extremely high-expectation environment; is flexible to occasionally work overtime on short notice • Takes initiative and exhibits resourcefulness in problem solving; experienced in working in a collaborative team environment • Maintains confidentiality at all times and exercises solid, dependable judgment and discretion • Displays effective communication skills, both oral and written (timely, clear, succinct); constructively delivers and receives feedback • Ability to address issues • Continuous working knowledge of applicable DEA regulations • Continuous working knowledge of applicable cGMP guidelines
Certifications	N/A
Licenses	N/A

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Other	N/A
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6. Physical demand and Work environment:

(Provide details regarding the physical demands and work environment that are essential to the role)

a. Physical demands:

While performing the duties of this job, the employee is required to walk, sit, and use hands to finger, handle or feel tools or controls, reach with hands and arms, balance, stoop, crouch, bend, talk and hear. The employee must lift and/or move up to 20 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, and depth perception.

b. Work environment:

N/A