



## ZIKS JOB POSTING

[www.ZiksRx.com](http://www.ZiksRx.com)

*Position Opening: Medical Equipment Customer Service & Entry Level Billing Rep*

*Team ZIKS is looking to hire a Medical Equipment Customer Service Rep within our DME (Durable Medical Equipment) Department. Experience with Brightree billing software special consideration. We seek candidates who are professional yet friendly and bring a dependable work ethic. Please reference the attached Position Description. Think you have what it takes to come onboard a growing, trusted, community pharmacy and medical equipment supplier located right in the historic Wright Dunbar neighborhood? Please email your resume to ATTN: Joyce / Email: [joyce@ziksrx.com](mailto:joyce@ziksrx.com)*

Thank You,  
TEAM ZIKS



### MEDICAL EQUIPMENT DEPARTMENT (CSR) Customer Service & Entry Level Billing Rep

#### Responsibilities & Duties:

High school graduate. Associate degree or license preferred

Prior customer service experience required. Experience in healthcare, specifically durable medical equipment preferred. Experience with fitting patients for medical equipment including back braces, knee braces and compression etc. preferred, or willing to be trained.

Experience with Home Medical Equipment covered by all principle insurance companies including Medicare, Medicaid desirable.

Proven ability to function as a polite and cooperative team member with a desire to help others

Proven computer literacy and ability to learn different computer programs.

Demonstrates excellent oral and written communication skills.

Proven ability to work independently with minimal supervision while handling multiple tasks with numerous interruptions.

Successfully maintains customer confidentiality and always adheres to HIPAA regulations in relation to customers PHI .

Demonstrates working knowledge of medical terminology.

ZIKS FAMILY PHARMACY  
JOB DESCRIPTION  
PHARMACY TECHNICIAN

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**SUMMARY OF RESPONSIBILITIES**

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The purpose of the pharmacy technician position is to assist the pharmacist with the day-to-day activities in the pharmacy.

**REPORTS TO**

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Operations Manager / Pharmacist

**SUPERVISES**

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None

**DUTIES AND RESPONSIBILITIES**

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1. Help patients who are dropping off or picking up prescription orders;
2. Enter prescription orders into the computer;
3. Create and update patient's health and insurance information in the computer;
4. Assist the pharmacist, under direct supervision, in the practice of pharmacy, in accordance with local, state, federal, and company regulations;
5. Communicate with insurance carriers to obtain payment for prescription claims;
6. At point of sale, verify that customer receives correct prescription(s);
7. Complete weekly distribution center medication orders, place orders on shelves, and verify all associated paperwork;
8. Assist the pharmacist with filling and labeling prescriptions;
9. Prepare the pharmacy inventory;
10. Screen telephone calls for the pharmacist;
11. Communicate with prescribers and their agents to obtain refill authorization;
12. Compound oral solutions, ointments, and creams;
13. Prepackage bulk medications;
14. Maintain an awareness of developments in the community and pharmaceutical fields that relate to job responsibilities and integrate them into practice;
15. Assist in training new employees;
16. Assist other pharmacy technicians;
17. Assist pharmacist in scheduling and maintaining workflow;
18. Maintain knowledge of loss prevention techniques;

**MINIMUM QUALIFICATIONS**

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1. Meet all qualifications under Ohio Administrative Code § 4729.4
2. Professional demeanor;
3. Ability to respect confidentiality of patient data;
4. Strong communication skills;
5. Courteous attitude;
6. Understanding of medical terminology and calculations;
7. Ability to type at least 35 words per minute;
8. Knowledge of computer operations;
9. Knowledge of medication brand and generic names;
10. Knowledge of insurance and third-party payment systems;
11. High school diploma or graduate equivalent degree;

**ENVIRONMENTAL AND PHYSICAL REQUIREMENTS**

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The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.