

## Manager, Client Operations

Nashville, TN / Phoenix, AZ | Full Time

To apply, please send your CV/resume and cover letter to [TEberhardt@UniteRx.com](mailto:TEberhardt@UniteRx.com).

### About UniteRx

UniteRx is a leading national provider of point-of-care dispensary solutions for dermatologists. We empower physicians to dispense FDA-approved brand and generic medications directly to patients utilizing the patient's pharmacy insurance benefits or cash payments. We seek to improve the current distribution of medications by empowering the physician to help patients get their medication at the right price based upon their insurance requirements.

At UniteRx, we take pride in our mission to serve our physician clients and their patients. We value authenticity and collaboration in our workplace. We are looking for employees that want to grow with us, while making a direct impact on the lives of our clients and their patients.

### About the role

The individual is responsible for leading both the implementation of new dispensary sites, as well as provide transactional technical support for existing clients. The successful candidate must have a deep understanding of pharmacy claims systems, a transactional background and excellent customer service skills. The individual will be responsible for resolving issues related to and in support of pharmacy/dispensary technician calls. Additionally, this position will work with senior leadership to develop pharmacy/dispensary best practices and assist the company in refining best practices.

### Responsibilities

- Train dispensary technicians how to use the UniteRx software, including how to fill/refill prescriptions, manage inventory, optimize formularies, process cash pay, pharmacy benefits and/or manufacturer copay cards, and generate management operational reports
- Develop, manage and analyze client dispensary reports including management ad hoc reporting on client operations
- On an ongoing basis, act as an account manager for all UniteRx clients and help them identify opportunities to improve the operation of their in-office dispensary
- Serve as a key resource for all clients and demonstrate expertise in using pharmacy software, hardware and dispensary tools
- Possess above average reasoning and analytical skills to understand dispensary claims data and help clients effectively manage and optimize their dispensary
- Provide customer service and technical support via telephone or in-person to clients dispensing technicians when they are unable to adjudicate a claim
- Follow Standard Operating Procedures (SOPs) of UniteRx and its clients when providing technical support and/or customer service

### Required Qualifications & Skills

- Minimum of pharmacy tech certificate in good standing and maintained during employment
  - Nationally certified with Pharmacy Technician Certification Board a plus
- Previous pharmacy, in-office dispensary or central fill experience
- Working knowledge of pharmacy operations and professional standards
- Working experience with Pharmaserv pharmacy software solution preferred
- Experience supporting a pharmacy or dispensary through an audit a plus
- Experience specifically with dermatology pharmaceuticals a plus
- Demonstrated problem resolution skills- i.e. ability to recognize, address and escalate issues
- Maintain focus and attention to detail while performing tasks with accuracy
- Excellent communications skills
- Demonstrated time management skills is a must, as well as the ability to work independently
- Account management experience is strongly desired
- High school diploma; college preferred
- Valid driver's license required
- Ability to travel required: 10%-25%

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