

JOB DESCRIPTION
Designation: Pharmacy Cashier

Name:	
Section/Department:	Customer Service
Reporting to:	Pharmacy Team Leader
Responsible for/Reporting Staff:	

Purpose and Scope of the Job
Posting of daily pharmacy charges and payments, assists patients with questions regarding their billing process.

Main Duties and Responsibilities/Performance Standards	
1	Greets patients and visitors, initiate registration process, and provides routine information about pharmacy area when necessary.
2	Reviews patients billing process for cash and insurance patients
3	Clear explanation of invoices and patient share for insurance cases.
4	Handles phone enquiries from patients and others and communicate through emails.
5	Sending emails to multinational insurance companies to follow patients approval
6	Responds as appropriate to enquiries from patients regarding his/her working area and coordinates the resolution of related problems.
7	Ensure daily closure of cash/credit invoices with main cashier and submitting insurance documents through DMS.
8	Reviews patients registration data for cash and insurance patients
9	Handling of patient concerns and raise to direct supervisor for further actions.
10	Return medication not allowed as per policy to be clearly explained to customers.
11	Ensure all patient concerns are met and they are satisfied from the service rendered.
12	Provide extra mile service to ensure high level patient satisfaction.
13	Maintain high standard & quality performance to attract more customers.
14	Should have the ability to self-control when dealing with customers and when they feel angry or irritated.

Qualifications, Competences and Skills

Education	
	Diploma/ Bachelor degree in finance/accounting

Experience	
	Minimum 1 Year

Licensure	
	Not Applicable

Language	
	Good in Arabic and English Languages.

Computer Proficiency	
	Good in Word , Excel and outlook

Performance Competencies	
1	Professional integrity
2	Basic in business excellence
3	Professional in customer focus
4	Basic in communication skills
5	Professional in ownership
6	Professional in safety and Quality

Principle Working Relationships and Remarks	
1	Pharmacy Team Leader
2	Patients, Customers

