



Field Solutions Quality Coordinator

We currently have an opening for a **Field Solutions Quality Coordinator** within CDF Services. This person is responsible for serving as a central point of contact to identify and resolve field issues that arise as part of a manufacturer's reimbursement program. The candidate is responsible for the following:

- Work closely with the manufacturer, patients, service providers, specialty pharmacies, and the CDF Services reimbursement team to clearly identify issues and provide resolution.
- Make outbound calls to various service providers to understand the nature of each issue encountered.
- Responsible for maintaining an issues log that clearly states all encountered issues and steps to resolve the issue.
- Perform other activities related to internal initiatives and/or the manufacturer's program as assigned.
- Responsible for handling escalated cases
 1. Serving as Single Point of Contact for Physician's office
 2. Provide reporting to field based representatives as needed and appropriate.

Requirements:

- Should have excellent observation skills so as to identify problems accurately.
- Superior communication skills to clearly communicate issues and resolutions in both a written and spoken format.
- Ability to mediate situations in which parties are in disagreement and facilitate a positive outcome.
- Must be able to concurrently handle multiple outstanding issues and ensure all items are resolved in a timely manner to the satisfaction of all parties.
- Able to thrive in competitive and dynamic environment.
- Experience in phone based customer service
- Current experience in the reimbursement environment related to Specialty Pharmacy Distributed Medications
- Experience with Microsoft Office products including Word, PowerPoint, and Excel.

If interested, please email your resume to:
careers@cdfservices.net