

## POSITION ANNOUNCEMENT

### CONTACT INFORMATION

**COMPANY NAME:** Joule Technical Staffing  
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Edison, NJ 08837

**POSITION TITLE:** Medical Communications Specialist

**LOCATION:** Springfield, NJ

**RESPONSIBILITIES:**

- Serves as the 1st point of contact for customer medical inquiries via telephone, email, fax, and mail regarding adverse events and product complaints. May write customized letters. Provides best in class call/inquiry handling and customer service. Ensure accurate dissemination of medical information related to products. Provides both verbal and written drug information to both external and internal customers in order to fulfill their medical information needs. Escalates customer inquiries in accordance with SOPs to GPV, Quality Specialist, DI Specialist, and others. Triage non-medical inquiries to various departments. Tracks customer inquiries through IT systems and ensure completion of requests that are escalated. Researches (in house and public databases) and evaluate the relevant literature to stay current regarding medical information. Acts as the 1st line of capture for customer insight and competitive intelligence related to products.

**PREFERRED SKILLSET OR ABILITIES:**

- Must have experience, (internships and residencies 1-2 years preferred) in a retail pharmacy, hospital pharmacy, or related pharmaceutical industry setting dealing directly with customers over the phone

- Requires excellent customer service and phone skills
- Must be Pharm D, or Licensed pharmacist (Any state)

**REQUIRED  
LICENSURE:**

**SALARY AND  
BENEFITS:**

**OTHER COMMENTS:**

**DATE POSTED:**