



## **Job Descriptions**

- Delivery Driver
- DME Specialist (HME Customer Service Specialist)
- Front End Cashier
- Hardware Associate
- Key Holder
- Pharmacist
- Pharmacy Cashier
- Pharmacy Technician
- Store Manager



**Job Title:** Delivery Driver

**Reports to:** Store Manager

**General Summary:** A non-exempt, sales clerk position responsible for greeting and assisting customers in a prompt, courteous, and professional manner. This position is also responsible for receiving telephone calls and answering customer inquiries in the same manner. This position also entails pharmacy delivery position duties and is responsible for delivery of pharmaceuticals as well as company products to customers within the company service area. Utilizes company's vehicle in the performance of job duties and responsibilities.

**Essential Job Responsibilities:**

1. Responsible for maintaining a positive image of the Shrivens Company to customers. This position is one of the faces of Shrivens in the community.
2. Responsible for daily prescription delivery as well as DME items.
3. Responsible for creating, editing, and finalizing a courier manifest through RX30 or current pharmacy information system.
4. Responsible for maintaining vehicle log books.
5. Responsible for vehicle cleanliness and assisting store manager vehicle maintenance.
6. Responsible for knowledge of current paperwork requirements for DME.
7. Greet and serve customers in a timely, friendly, and professional manner.
8. Operate point of sale system and make change
9. Reconcile cash drawers and other sales transactions such as food stamps, WIC payments and utility bills. Process change order.
10. Promote sales and store incentives such as customer loyalty cards.
11. Keep assigned area neat and stocked.
12. Other duties as assigned by management.

**Education:** High school diploma or equivalent

**Experience:** One year experience preferred.



**Job Title:** HME Customer Service Specialist (DME Specialist)

**Reports to:** Director of HME Operations/Store Manager

**General Summary:** A non-exempt customer service representative responsible for meeting customers' DME needs. Determines patient benefit and explains insurance eligibility and reimbursement criteria. Provides instructions to educate patients and/or families on the proper use of products. Receives and responds to customer complaints regarding delivery problems and/or product malfunctions.

**Essential Job Responsibilities:**

1. Comply with all applicable company policies and procedures.
2. Develop and maintain working knowledge of (I) current HME products and services offered and (II) all applicable governmental regulations.
3. Assists customers in meeting their specific DME needs (e.g., wheelchairs, scooters, walkers, seat lift mechanisms, traction equipment, beds, prosthetics/orthotics, home oxygen equipment, sleep therapy supplies, diabetic/wound care/lymphoma supplies, etc.) as determined by the healthcare provider.
4. Obtains and updates applicable data in appropriate information system(s); explains insurance eligibility and reimbursement criteria to patients and/or family members; determines patient benefits and eligibility criteria for products dispensed to ensure patient fully understands whether insurance coverage is available.
5. Provides routine instructions to educate patients and/or families on the proper use of products in order to facilitate safe and effective equipment use and desired care, treatment and service outcomes; may follow up to ensure equipment is working properly.
6. Prepares and maintains proper documentation for all activities in accordance with established procedures; records transactions; obtains necessary signatures from patients and providers in accordance with billing and compliance guidelines.
7. Participates in inventory control and ordering activities; assists in receiving and stocking inventory; sets up product displays and places products on shelves.
8. Receives and responds to customer complaints regarding delivery problems and/or product malfunctions; makes arrangements for product replacement or repair.
9. Introduces customers to additional products that enhance patient care and



comfort.

10. Collects payment from customers for products that are not eligible for reimbursement.
11. Stocks and fronts pharmacy shelves, maintains pharmacy displays and assists pharmacy customers when not engaged in HME activities.
12. Other duties assigned by management.

**Minimum Qualifications:**

1. Possess high school diploma
2. Ability to dispense products to patients as determined by the healthcare provider
3. Effective verbal and written communication skills
4. Previous experience preferred

**Required License/Certification:** Valid Driver's License



**Job title:** Front End Cashier

**Reports to:** Store Manager (Assistant Store Manager or Key Holder in absence of Store Manager)

**General Summary:** A sales clerk position responsible for greeting and assisting customers in a prompt, courteous, and professional manner. This position is also responsible for receiving telephone calls and answering customer inquiries.

**Essential Job Responsibilities:**

1. Greet and serve customers in a timely, friendly, and professional manner.
2. Operate point of sale system and make change
3. Reconcile cash drawers and other sales transactions such as food stamps, WIC payments and utility bills. Process change order.
4. Promote sales and store incentives such as customer loyalty cards.
5. Keep assigned area neat and stocked.
6. Other duties as assigned by management.

**Experience:** One year experience as a cashier preferably in a retail setting.



**Job Title:** Hardware Associate

**Reports to:** Store Manager

**General Summary:** A non-exempt position responsible for greeting and assisting customers in a prompt, courteous, and professional manner. This position is also responsible for receiving telephone calls and answering customer inquiries in the same manner.

**Essential Job Responsibilities:**

1. Greet and serve customers in a timely, friendly, and professional manner.
2. Answer customers' questions about hardware and other merchandise and advise customers on merchandise selection.
3. Keep assigned area neat and clean as well as stocked and faced.
4. Be able to operate all aspects of the POS system.
5. Accurately make change.
6. Be aware of and promote store incentive programs such as Customer Loyalty Card and be able to activate gift cards.
7. Process Food Stamps and WIC payments (where applicable).
8. Know how to operate and troubleshoot digital photo processor.
9. Know proper store closing processes including lock up procedure.
10. Be able to operate key cutting equipment.
11. Unload merchandise shipments.
12. Other duties as assigned by management.

**Experience:** One year experience as a cashier or in a customer service setting.



**Job Title:** Key Holder

**Immediate Supervisor Title:** Store Manager

**Job Supervisory Responsibilities:** Responsible for direct reports to include Front Register Cashier, Service Center Cashier, Floor Personnel, Custodian, and Pharmacy Delivery Drivers, and Pharmacy Cashiers in conjunction with the Pharmacist in Charge **in the absence of Store Manager**

**General Summary:** Responsible for assisting the General Manager in leading and directing operations at specified location.

**Essential Job Responsibilities:**

1. Responsible for leading and directing a team of employees in a **positive manner to ensure a positive customer experience.**
2. Responsible for all aspects of the POS system to include input, upkeep, and ongoing training of employees using the POS system.
3. Responsible to know the duties of all direct reports and possess the ability to function in these positions when necessary.
4. Assist with new employee orientation and training as well as ongoing training for current direct reports.
5. Responsible for inventory ordering and processing, including DME, from numerous vendors as well as product returns, and merchandise transfers from location to location.
6. Responsible for knowing proper paperwork for DME.
7. Responsible for knowledge of current compliance issues.
8. Responsible for general maintenance, upkeep, and appearance of store. Keeping stock room organized and clean.
9. Other duties as assigned by management.

**Education:** High School or equivalent.

**Experience:** Suggested minimum of two years management experience, preferably in the retail setting.



**Job Title:** Pharmacist

**Reports to:** Pharmacist in Charge or Director of Pharmacy Operations

**Job Supervisory Responsibilities:** None

**Essential Job Responsibilities:**

1. Comply with all applicable company policies and procedures.
2. Service and satisfy customers' health care needs in and out of the pharmacy area.
3. Maintain professional rapport with ordering physicians.
4. Process prescriptions in a timely and accurate manner.
5. Coordinate/implement the training and development of pharmacy technicians, intern, and other pharmacists.
6. Provide counseling and guidance to staff as needed.
7. Perform annual pharmacy employee evaluations.
8. Maintain inventory levels.
9. Participate in store operational meetings.
10. Pull outdated, damaged and recalled merchandise and prepare for return.
11. Maintain daily and weekly reports.
12. Ensure compliance with all Federal and State laws, rules and regulations.
13. Perform other duties as assigned.

**Education:** Graduate of an accredited College of Pharmacy

**Experience:** One year pharmacist experience preferred.

**Other Requirements:** BSpH License and hold a current Ohio Pharmacist License.



**Job Title:** Pharmacy Cashier

**Reports to:** Pharmacist in Charge

**General Summary:** This position is a non-exempt, sales position responsible for greeting and assisting customers in a prompt, courteous, and professional manner. This position requires attention to detail and organizational skills that ensure prompt payment for prescriptions and store merchandise. The pharmacy cashier supports the pharmacist in ensuring the maintenance of efficient pharmacy operations, customer satisfaction and loyalty, and regulatory compliance. This position also has responsibility for complying with rules governing the role of a pharmacy technician as issued by the state of Ohio or the State Board of Pharmacy.

**Essential Job Responsibilities:**

1. Greet and serve customers in a timely, friendly, and professional manner.
2. Keep assigned area neat, clean, and stocked.
- 3. Be able to demonstrate proficiency in all of the Front Register Cashier duties.**
4. Have basic knowledge of the functions of Pharmacy computer system including "work flow".
5. Be proficient at the Prescription bagging system.
6. Be able to generate courier manifest.
7. Process charge account payments and charges including the daily cash delivery accounts.
8. Triage customers to evaluate wait times.
9. Have general knowledge of DME equipment in order to answer questions and complete rental and purchase paperwork accurately.
10. PSE sales and log book as well as the signature log.
11. Promote all pharmacy programs with each customer.
12. Know proper pharmacy closing procedure including restocking process.
13. Perform other duties as assigned by management.

**Education:** High school or equivalent. Will be required to register as a Pharmacy Technician Trainee through the Board of Pharmacy.

**Experience:** One year experience as a cashier preferably in a retail pharmacy setting.



**Job Title:** Pharmacy Technician

**Reports to:** Pharmacist in Charge

**General Summary:** The Pharmacy Technician supports the pharmacist in ensuring the maintenance of efficient pharmacy operations, customer satisfaction and loyalty, and regulatory compliance. In addition to any responsibilities, otherwise outlined in the job description or elsewhere, the pharmacy technician has responsibility for complying with rules governing the role of a pharmacy technician as issued by the state of Ohio or the State Board of Pharmacy.

\*Pharmacy Technicians complete Shriver's Pharmacy's training program and become a Qualified Pharmacy Technician upon successful completion of the training program.

**Essential Job Responsibilities:**

1. Basic knowledge of RX30 pharmacy computer system including: Refills, profiles, workflow, courier manifests, and refill reports.
2. Knowledge of register transactions to include: Cash, check, charge, house charge, and account balances.
3. General knowledge of current phone system and office machines.
4. In depth knowledge of current HIPPA guidelines.
5. General knowledge of acceptable medical abbreviations.
6. General knowledge of DME available.
7. General knowledge of brand vs. generic drugs.
8. Knowledge of information needed to properly complete an intake form.
9. Knowledge of auto refill system and website refills.
10. Demonstrate proper use and maintenance of pill counting machines.
11. Knowledge of "Promise Time", how this works.
12. Knowledge of proper filing of prescription "hard copies".
13. Knowledge of daily functions to include:
  - a.) Medication sign out
  - b.) Restocking of medication vials and supplies.
14. Perform other duties as assigned by management.

**Education:** High School graduate or equivalent (This position has required continuing education of 1 unit bi-monthly. These courses will be taken at the expense of the employer and will be outlined for employee in the training manual and/or employee handbook).



**Job Title:** Store Manager

**Reports to:** Director of Retail Operations

**Job Supervisory Responsibilities:** Responsible for direct reports to include Front Register Cashier, Service Center Cashier, Floor Personnel, Custodian, and Pharmacy Delivery Drivers.

**General Summary:** An exempt, management position responsible for leading and directing operations in a retail pharmacy setting. Responsible for assisting the General Manager in leading and directing operations at specified location.

**Essential Job Responsibilities:**

1. Responsible for leading and directing a team of employees in a positive manner to ensure a positive customer experience.
2. Responsible for all aspects of the POS system to include input, upkeep, and ongoing training of employees using the POS system.
3. Responsible to know the duties of all direct reports and possess the ability to function in these positions when necessary.
4. Orders and receives hardware inventory. Processes hardware damage and shortage claims. Maintains knowledge of hardware product. Assists with marketing to increase hardware sales.
5. Maintains knowledge of DME Specialists job functions and performs duties in their absence from the store.
6. Responsible for certain Human Resources duties to include scheduling, disciplinary actions, employee evaluations, interviewing, hiring, and dismissals as well as company policy enforcement.
7. New employee orientation and training as well as ongoing training for current direct reports.
8. Responsible for inventory ordering and processing, including DME, from numerous vendors as well as product returns, and merchandise transfers from location to location. This includes knowledge of drug supplier "clean ups".
9. Responsible for facilitating all DME deliveries, knowing proper paperwork for DME, equipment cleaning procedures as well as managing DME inventory at off-site storage locations.
10. Responsible for knowledge of current compliance issues.
11. Responsible for general maintenance, upkeep, and appearance of store. Keeping stock room organized and clean.
12. Responsible for facilitating company vehicle maintenance.
13. Other duties as assigned by management.



**Education:** High School or equivalent.

**Experience:** Minimum of two years management experience, preferably in the retail setting.