

## Pharmacy Technician Entry Level

**Job Title:** Pharmacy Technician

**Department:** Pharmacy

**Immediate Supervisor Title:** Pharmacist In Charge

**Job Supervisory Responsibilities:** None

**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, other wise 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 Coler Drug Shriver's Pharmacies training program and become a Qualified Pharmacy Technician upon successful completion of the training program.

### **Essential Job Responsibilities:**

1. Basic knowledge of RX 30 pharmacy computer system including:
  - a. Refills
  - b. Profiles
  - c. Workflow
  - d. Courier Manifests
  - e. Refill Reports
2. Knowledge of register transactions to include:
  - a. Cash
  - b. Check
  - c. Charge
  - d. House charge
  - e. 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 web site 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. 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 hand book.)

**Experience:** One year Pharmacy Technician experience preferred.

**Other Requirements:** Be able to pass a FBI/BCI background check.

**Performance Requirements:**

*Knowledge:*

1. Knowledge of organization services available to customers.
2. Knowledge of product location within the store to be able to direct customers.
3. Knowledge of phone system, especially calls for refills and new prescriptions.
4. Knowledge of Rx orders and able to interpret these orders, verify doses, and be precise.

*Skills:*

1. Exceptional organizational and interpersonal skills.
2. Ability to learn the proper use of mechanical equipment utilized in this position.
3. Ability to talk with other healthcare professionals in a professional, businesslike manner.

*Abilities:*

1. To handle stressful situations in a professional manner.
2. Ability to work in a fast paced environment for extended periods of time.
3. Ability to adapt to change.
4. Ability to meet continuing education requirements.

**Equipment Operated:** Pill counting machines, computers, standard retail machines to include POS system, telephones, copy machines, fax machines.

**Work Environment:** This position is in a fast paced, retail pharmacy environment. Also entails evening and weekend work.

**Mental/Physical Requirements:** Involves standing and walking 90% of the time.

**Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_