

JOB DESCRIPTION

POSITION TITLE:	Pharmacy Technician
LOCATION:	HOPE Clinic
REPORTS TO:	Pharmacy Manager
EDUCATION:	Earned GED or High School Diploma; must be certified pharmacy technician approved by the TSBP
WORK EXPERIENCE:	2-5 years of pharmacy retail experience and a good understanding of quality and compliance requirements pertaining to certified technician role by TSBP guidelines
SALARY RANGE:	\$18 - \$23 per hour
FLSA STATUS:	Non-Exempt
POSITION TYPE:	Full-Time
LANGUAGE:	Fluent in English; Bilingual in English and Spanish, Arabic, Vietnamese, Burmese, Chinese or other languages is preferred

HOPE Clinic provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

JOB SUMMARY:

This position is responsible for the operations of pharmacy department. An individual in this position will be expected to perform additional job-related responsibilities and duties as assigned and/ or necessary by the supervising pharmacist. The Pharmacy Technician will provide his/her expertise to assist operations and daily management of HOPE Clinic's Pharmacy Department. Pharmacy Technician will assist Pharmacy Manager ensure to comply with all requirements of federal and state pharmacy and drug laws, rules, and regulations, and provide proper customer service (phone, register, type and fill prescriptions in a timely manner).

MAJOR DUTIES & RESPONSIBILITIES:

- Provide elite customer service to our HOPE Clinic patients by greeting and answering questions;
- Assist Pharmacy Manager manage 340B program and non-340B program medications;
- Multi-task daily operations by answering phones, typing and selling prescriptions;
- Understand third party insurance billing (prior authorizations/rejections);
- Generating revenues by recording, calculating and issuing charges;
- Processing prescriptions electronically and ensuring all information is accurate and complete;
- Responding to the requests of patients and healthcare providers, answering their questions and referring various inquiries to the Pharmacist;
- Sorting, stocking and labeling medications and monitoring inventory;

- Maintaining records by recording and filing the prescriptions and orders of Physicians;
- Complying with rules, regulations and procedures to help maintain a clean and safe pharmacy, such as sanitizing work area and throwing trash daily;
- Must be detail-oriented and reliable since the job has high responsibility;
- Select the appropriate medicine and measure dosages to fill prescriptions;
- Point of Sale- follows proper procedures to prevent financial loss and follow applicable laws and regulations when making sales at register and complete sales at register in timely manner;
- Conduct community outreach and provide retail, clinical, wellness, and other preventive healthcare services (i.e., immunizations), as needed;
- Attend on-site/off-site community engagement activities, clinic events, and/or training as needed;
- Perform other duties as assigned to support HOPE Clinic's Mission, Vision, and Values.

QUALIFICATION REQUIREMENTS:

- Multi-tasking skills required;
- Ability to maintain confidentiality when interacting with patients and team members;
- Basic computer skills and proficiency in MS Office Suite/Google Suite;
- Strong patient service along with the ability to develop excellent patient relationships;
- Ability to communicate and work with all team members across multiple levels;
- Excellent written and verbal communication skills;
- Excellent organizational skills and attention to detail;
- Experience working with standard ERP/MRP systems;
- Experience interpreting compliance requirements and regulations is required;
- Demonstrate a strong ability to be adaptable and flexible.
- Knowledge of pharmacy law and medical terminology.
- Must be fully vaccinated against COVID-19.
- Must successfully pass background check per Texas State Board of Pharmacy regulations;
- Proven experience as pharmacy technician
- Reliable for keen eye for detail

EDUCATION and/or EXPERIENCE:

- Individual must be at least 18 years of age.
- Have a high school diploma or equivalent.
- Some years of college or a degree is a plus!
- Must have active/current certification license in good standing and maintain it as required by law.
- 2-5 years of pharmacy retail experience and customer service
- Previous experience working with auditors, inspectors, and regulatory agencies is a plus!
- Understanding Pharmacy Inventory is a plus!

TRAVEL REQUIREMENTS:

- Ability to travel to satellite sites and/or off-site locations for events or training as needed;

- Proof of liability and property damage insurance on the vehicle used is required.

LANGUAGE SKILLS:

- Ability to read and write based on job performance
- Ability to type and interpret prescriptions in a timely manner

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply and divide into all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

OTHER SKILLS and ABILITIES:

- Bilingual (Vietnamese, Chinese, Arabic, and/or Spanish with English) is preferred.
- Above average skills in language ability as well as public speaking and writing.
- Must have good transportation and a valid Texas Driver's license.

LEADERSHIP RESPONSIBILITIES:

- Ability to lead the pharmacy workflow to provide positive customer service.
- Undertake daily tasks with high sense of urgency.

WORK COMPLEXITY/INDEPENDENT JUDGEMENT:

Work tasks can be straightforward, routine, structured, or complex, non-routine, non-structured, and guided by established policies and procedures.

PROBLEM-SOLVING:

Decisions are made on routine matters affecting a few individuals and usually within the confines of the job's department. Specific job activities and results are typically reviewed closely. There are limited requirements for developing new ideas or changes in methods, procedures, or services.

COMMUNICATION/INTERACTIONS:

Information sharing - gives and receives information such as options, technical direction, instructions, and reporting results. Interactions are mostly with patients, their supervisors, and coworkers in their own and other departments.

IMPACT OF DECISIONS:

Follow rules and procedures. Decisions can have a major impact on HOPE Clinic. Most errors can be readily detected, usually by the employee/supervisor, and, if made, could result in minor to major expenses for correction.

PATIENT RELATIONSHIPS:

Follow through with patient inquiries, requests, and complaints. Forwards difficult and non-routine inquiries or requests to the appropriate level for resolution.

AMERICANS WITH DISABILITIES SPECIFICATION:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- While performing the duties of this job, the employee is regularly required to stand, sit, talk, hear, stoop, kneel, and use hands and fingers to operate a computer and telephone keyboard reach;
- Specific vision abilities required by this job include close vision requirements due to computer work;
- Light to moderate lifting (up to twenty pounds) is required;
- Ability to uphold the stress of assisting patients of diverse backgrounds;
- Regular, predictable attendance is required.

WORKING/ENVIRONMENTAL CONDITIONS:

Work is normally performed in a typical health clinic work environment which may or may not subject the employee to hazardous or unpleasant elements, noise, crowds, confined/restricted but fire hazard approved desk spaces/rooms, and varying temperatures at the clinic. There may be occasional off-site/outdoor assignments with exposure to heat/cold, wet/humid, dry/arid airs, or temperatures.

HOPE Clinic is a smoke-free and drug-free workplace in compliance with federal guidelines.

Signature

Date

Full Name - Printed