

## JOB DESCRIPTION

---

<b>POSITION TITLE:</b>	Senior Pharmacy Technician
<b>LOCATION:</b>	HOPE Clinic
<b>REPORTS TO:</b>	Pharmacy Manager
<b>EDUCATION:</b>	Earned GED or High School Diploma; must be certified pharmacy technician approved by the TSBP
<b>WORK EXPERIENCE:</b>	3-5 years of pharmacy leadership experience with a good understanding of quality and compliance requirements pertaining to the certified technician role by TSBP guidelines
<b>SALARY RANGE:</b>	\$23 to \$25 per hour DOE
<b>FLSA STATUS:</b>	Exempt
<b>POSITION TYPE:</b>	Full-Time
<b>LANGUAGE:</b>	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 leading the pharmacy technicians with the daily operations of the 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 Lead Pharmacy Technician will assist the Pharmacy Manager to ensure all pharmacy personnel complies with federal and state pharmacy and drug laws, rules, and regulations requirements, and provide proper training to pharmacy department personnel; including but not limited to pharmacy technicians and interns. Lead Pharmacy Technician models, enforces, and provides direction to the pharmacy team on proper patient service approaches and techniques to ensure patient needs, complaints, and issues are resolved by assisting the pharmacist in the prescription fulfillment process in order to uphold the pharmacy's professional reputation; processing third party insurance claims and/or rejections; assisting patients with prescription orders and purchases and completing, maintaining and securing paperwork, forms and other required documentation. This individual must be dependent and self-driven to undertake tasks by providing excellent customer service to ensure the pharmacy runs smoothly and ensure all patients have access to their medications.

### **MAJOR DUTIES & RESPONSIBILITIES:**

- Assist the Pharmacy Manager in developing pharmacy training for technicians and the pharmacy department as necessary;

- Aid in managing 340B program and non-340B program medications;
- Oversee appropriate use of information systems and technology; support systems, automation/barcoding for safety;
- Provide elite customer service to our HOPE Clinic patients by greeting and answering questions;
- 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 the work area and throwing trash daily;
- Must be detail-oriented and reliable since the job has a 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 the register and completing sales at the register promptly;
- Aids Pharmacy Manager on drug purchasing, drug shortage management, drug recall audits, completion of controlled substance audits, oversight of USP Chapter 795 and USP 800 compliance, and components of technician training;
- Oversee the pharmacy inventory with the assistance of the pharmacy manager;
- Assist the Pharmacy Manager to oversee pharmacy asset protection activities such as registers with financial operations and ensure appropriate contracting; understand the relationships between third-party requirements, coding, documentation, billing equations, and pricing updates, and assure quality functions for financial performance success;
- Directly supervise pharmacy technicians and other departmental personnel as assigned;
- 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:**

- Exceptional leadership, mediation abilities, and 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;
- Demonstrate proven knowledge of business and management principles;
- Experience working with standard ERP/MRP systems;
- Experience interpreting compliance requirements and regulations is required;
- Ability to define problems, collect data, establish facts, and draw valid conclusions;
- Demonstrate a strong ability to be adaptable and flexible;
- Must be fully vaccinated against COVID-19;
- Must successfully pass background check per Texas State Board of Pharmacy regulations;

**EDUCATION and/or EXPERIENCE:**

- 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 an active/current certification license in good standing and maintain it as required by law;
- Pharmacy Technician Certification Required by TSBP;
- 5-10 years of Pharmacy experience with demonstrated success and past leadership role;
- Previous experience working with auditors, inspectors, and regulatory agencies is a plus!;
- Understanding the 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:**

Will have direct people management responsibilities. Will also provide work guidance, technical advice, and training staff.

**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