**Reports To:** Pharmacy Manager

**Job Summary:** The Pharmacy Technician’s primary job function is toperform duties under the supervision of the pharmacist related to the operation of the pharmacy.

**Primary Job Duties:**

1. As defined by the [State] Board of Pharmacy, “Pharmacy technicians may perform certain nondiscretionary and specialized functions consistent with their training in pharmacy practice while under the immediate supervision of a licensed pharmacist.”
2. Provides customer service for patients who present to the pharmacy utilizing good verbal technique via phone or in person.
3. Provides translation services for those patients not fluent in English.
4. Accepts written prescriptions from patients, obtains pertinent data for prescription processing,
5. Operates pharmacy computer system and technology, for input of patient data, prescription information, processing insurance, maintaining pricing, and other related activities.
6. Communicates with pharmacist, information needed to appropriately dispense medications and in a cost-effective manner.
7. Retrieves the prescribed drug from pharmacy stock.
8. Counts or measures prescribed quantities of medication.
9. Places the prescribed quantities of medication into the proper prescription container and affixes appropriate labels.
10. Reconstitutes pre-measured oral medications.
11. Processes prescriptions utilizing the pharmacy software and technology systems, and clinic software systems.
12. Prepares daily transaction reports.
13. Retrieves daily cash from accounting, responsible for collecting payment for medication dispensed to patients and reconciling cash at end of day.
14. Places, receives and processes pharmaceutical and supply orders as directed by the pharmacist and as outlined in the pharmacy policies and procedures guidelines. Including working with clinic staff in obtaining medications for administration.
15. Monitors drugs and supplies for expiration dates on a regular basis, remove unsatisfactory products from stock and return to supplier or reverse distribution service for credit.
16. Prepares and submits third party billing forms, as directed by the pharmacist, which may include resubmission of adjustments for unpaid or erroneous claims, by electronic or hardcopy means.
17. Maintains stock of vials, ovals, lids, paper bags and other pharmacy and office supplies needed for appropriate workflow. Also assures ordering of these supplies as needed.
18. Participates in quality assurance programs and projects supporting the vision and mission of the pharmacy and clinic.
19. Participates in the strategic goals and objectives of the pharmacy department.
20. Is responsible for knowledge of and compliance with [CHC] health care and pharmacy department requirements for fire/safety/disasters, hazardous materials, aseptic technique, infection control, use of personal protective equipment, and confidentiality issues.
21. Assists with training and orientation of new pharmacy employees or students.
22. Maintains yearly competencies.

**General Duties and Responsibilities:**

* 1. Performs other duties and tasks as assigned by supervisor.
  2. Expected to be prepared to start shift at scheduled time, meet attendance standards, and work the hours necessary to perform the essential functions of the job.
  3. Conforms to safety policies, general housekeeping practices.
  4. Demonstrates sound work ethics, flexible, and shows dedication to the position and the community.
  5. Demonstrates a positive attitude, is respectful, and possesses cultural awareness and sensitivity toward clients and co-workers.
  6. Keeps customer service and the mission of the organization in mind when interacting with all clients, co-workers, and others.
  7. Employees are expected to embrace, support and promote the core values of respect, integrity, trust, compassion and quality which align with the [CHC] mission statement through their actions and interactions with all patients, staff, and others.
  8. Conforms to [CHC] policies and Joint Commission and HIPAA regulations.

**Job Specifications:**

1. **Education:** High School Diploma or GED.

**2. Certification/Licensure:** Current [State] Pharmacy Technician License or eligibility to receive licensure in the state of Washington.

**3. Experience:**  Knowledge of healthcare industry billing and reimbursement policies and procedures, specifically for Medicare and Medicaid. Knowledge of medical terminology. Must have successful completion of [CHC] Pharmacy Assistant competencies. One year of experience as a pharmacy technician in a retail/community setting preferred.

**4. Essential Technical/Motor Skills:** Excellent organizational skills as demonstrated through previous experience with inventory or file management. Basic computer experience; adequate typing. Knowledge of computer applications including experience with Microsoft Excel and Word, and equipment related to work. Effectively work in a multi-task environment, prioritizing tasks properly, and completing tasks in a timely manner. Ability to communicate effectively. Fluent and proficient in English and Spanish, both spoken and written language. Well-developed time management, planning and organizational skills.

**5. Interpersonal Skills:** Excellent customer service skills, ability to communicate effectively both in written and verbal form with patients and with co-workers. Self-motivation and demonstration of ability to function autonomously. Ability to communicate effectively with staff at all levels. Ability to pay attention to detail and utilize own initiative. Ability to work as a team member.

**6. Essential Physical Requirements:** Manual dexterity and strength to open and close prescription and patient vials (i.e. to remove child resistant caps) to prepare medications for dispensing. Standing for long periods of time and walking short distances frequently. Seldom to moderate lifting and carrying items. May occasionally lift and/or move items up to 20 pounds. Moderate to frequent stooping, bending, and reaching items on high shelves or on the floor. Must be able to read for extended periods throughout the day.

**7. Essential Mental Abilities:** Ability to receive directions and follow through to completion, solve pharmaceutical calculation problems encountered daily within the pharmacy department, receive a request and determine the appropriate response or referral, use analytical skills to assess, develop and implement a plan of action. Knowledge of the metric system and good math skills; familiarity with pharmacy terminology and medication names.

**8. Essential Sensory Requirements:** Essential sensory requirements include the ability to: read computer keyboard, monitor, and documents; prepare and analyze documents; read extensively; receive and convey detailed information orally, by telephone and in person; convey accurate and detailed instructions by speaking to others in person and by telephone in English and/or Spanish.

**9. Exposure to Hazards:** Worker is subject to inside environmental conditions on a frequent basis with moderate noise. Position works in a well-lighted, ventilated environment in office areas and in clinical areas. Possible exposure to drug vapors or particles (powdered antibiotics that are reconstituted, for example). Possible indirect exposure to blood borne pathogens and infectious disease via patient contact exposure. Possible exposure to potentially hazardous chemicals: such as, chemotherapeutic agent preparation (exposure is minimal with appropriate use of personal protective equipment).

**10. Blood/Fluid Exposure Risk: Category II**