



PHARMACY TECHNICIAN
Job Description

Reports to: Pharmacist Manager/Staff Pharmacist

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Expedites prescription processing by performing all duties necessary and allowable, by policy or law
2. Consults regularly with the Pharmacists for the purpose of expediting the processing of prescriptions
3. Performs all functions or duties under the direct supervision of the Pharmacist on duty
4. Gathers patient's demographic, insurance, allergy and any other information necessary to fill a new/refill prescription.
5. Verifies with patient carefully any information that is not clearly distinguished on any new prescription, including but not limited to patients name, physician's name, etc.
6. Enters patient information into system for the purpose of processing prescription and 3rd party claim if necessary.
7. Creating pharmacy label as required for all new/refill prescriptions.
8. Selects medications for prescription, counts, places in appropriate container and labels in accordance with all regulatory laws and places completed prescription in area for pharmacist to complete the verification step.
9. Receives refill requests from patients and processes through to completion and places in area for pharmacist to complete the verification step.
10. Greets customers as they arrive to drop off/pick up prescriptions
11. Processes cash register transactions for new and refilled prescriptions

12. Ensures necessary communications are provided to the customer, such as special instructions, directions regarding medications, if an item is out of stock and must await delivery, etc...
13. Arranges customer consultations with pharmacist, when requested
14. Ensures that Pharmacist is notified when prescriptions, which are not refills, are being dispensed to the customer so that the Pharmacist can comply with necessary patient communications
15. Procures signatures from customers for all prescriptions received
16. Answers incoming calls, directs to pharmacist, when appropriate, such as new prescriptions, questions about medication, judgmental decision, etc.
17. Completes and processes third-party documents
18. Files prescription books or new prescriptions
19. Files patient profiles
20. Fills bins with prescription vials
21. Processes incoming orders to determine that items ordered were shipped and that items shipped are the same as items invoiced to the pharmacy
22. Processes any Fill-on-Arrival (FOA) prescriptions remaining from previous day that were unable to be processed due to lack of drug availability
23. Actively engages patients and clients with respect to customer service programs offered by the pharmacy
24. Actively engages patients and clients with respect to program integrations offered by the pharmacy
25. Checks items for appropriate 'shelf life' remaining before expiration
26. Affixes price stickers to the items ordered and places on stock shelves or in refrigerator, when required

27. Checks stock to remove outdated items, as often as deemed necessary by the pharmacy manager
28. Cleans pharmacy shelves and work areas and maintains entire premises in a satisfactory state of cleanliness
29. Maintains knowledge of loss prevention policies and procedures
30. Other duties may be assigned (may include associate-related duties depending on available staff) & responsibilities as needed.

COMPETENCIES

Analytical, Problem Solving, Technical Skills, Customer Service, Interpersonal Skills, Oral & Written Communication, Teamwork, Business Acumen, Professionalism, Adaptability, Attendance/Punctuality, Dependability and Initiative.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Certificates, Licenses, Registrations

Registered as a Pharmacy Technician and in good standing with the Alabama State Board of Pharmacy

Education and/or Experience

High school diploma and at least 1 year of experience as Pharmacy Technician

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to speak effectively to customers or employees of organization

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions and decimals.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations

Computer Skills

To perform this job successfully, an individual should have working knowledge of pharmacy software, Internet, and word processing systems.

Physical Demands

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.

Work Environment – The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.