

# Certified Pharmacy Technician

## JOB DESCRIPTION

<b>Name:</b>		<b>Department:</b>	Pharmacy
<b>Title:</b>	Certified Pharmacy Technician	<b>FLSA:</b>	Non-Exempt
<b>Date:</b>		<b>Reports To:</b>	Pharmacy Manager

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### PURPOSE OF POSITION

Assists the pharmacist, under direct supervision and in accordance with state and federal regulations, with technical functions in the pharmacy. Such functions may include measuring, counting, labeling, record keeping, and communicating with patients and other healthcare professionals. Ensures customer satisfaction by handling each customer in a prompt, professional, and friendly manner.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

**The following duties are normal for this position. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.**

1. Follow company policies and procedures including register performance, security issues, and confidentiality.
2. Assist the pharmacist by receiving new written or electronic prescriptions or refill requests. Helps to verify that the following information is accurate and complete: date of birth, phone number, address, disease states, allergies, prescriber information, billing information, and the key components to a prescription.
3. Following the completion of proper training, receive new prescriptions over the phone from doctors' offices. Gather the following information: patient name and DOB, medication name, strength, directions, refills, prescriber's information, etc. Refers all doctor's medical questions to the pharmacist.
4. Access, input, and retrieve patient and prescription information into and from the computer and successfully, efficiently, and accurately bills insurance and generates a label for the medications. Complete required documentation for CII orders.
5. Mix pharmaceutical preparations, fills vials, bubble packs, and/or unit dose systems with the correct and right amounts of tablets and capsules, and generates labels for bottles. Utilize counting technology (i.e. Eyecon, ScriptPro) when available for increased accuracy.
6. Prepare all compounds to fulfill waiting orders; this includes but is not limited to weighing/measuring chemical, preparing equipment/supplies for chemical use; completing the compounding process and required compound worksheets.
7. Complete required training for handling hazardous materials and uses required personal protective equipment (PPE), which will be supplied to every individual.
8. Retrieve and file pharmacy prescriptions in the appropriate files.
9. Assist patients and customers by greeting, offering assistance, running cash register for over the counter and prescription sales, receiving payments, and providing other services requested by customers. Provides excellent customer service to all customers entering or calling the pharmacy. Refers the patient to the pharmacist for any medical questions. Assists patients via drive up window to make service more convenient for the customer.
10. Bag and hang prescriptions accurately after the pharmacist has verified them. Prepares prescriptions for deliveries and mail outs as necessary.
11. Answer the telephone within two rings and handles requests within their job description including refill requests, new prescriptions, and general questions. Direct prescriber inquiries, prescription transfer requests, and patients' medical questions, etc., to the pharmacist.

12. Maintain store stock of medications by reviewing shipments for completeness, putting price tags on the products and placing the items in their appropriate shelf locations, excluding CII medications.
13. Order, label, and count stock of medications, chemicals, and supplies, and enter inventory data into computer.
14. Maintain inventory levels by following defined ordering practices for warehouse and approved outside vendors.
15. Maintain the pharmacy including performing the following duties as assigned: fill pharmacy supplies, vacuum, dust/face, wipe countertops, clean sink and waiting area, straighten counseling area, empty trash and shred bins, clean bathroom.
16. Keep product shelves and counters neat and clean and “faces” shelves by moving items to the front and arranging and stacking them. Checks items’ expiration dates and removes expired and short-dated products monthly.
17. Maintain regular and punctual attendance. Develops courteous and professional relationships with patients, customers, and co-workers.
18. Maintain a professional appearance, i.e. clean smock and name tag.
19. Work with pharmacist to ensure proper Medicare DMEPOS paperwork is complete, provide appropriate product to the customer, and maintain accurate billing records.
20. Perform other duties as assigned.

## **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

## **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. Employee must have a valid driver’s license and current car insurance coverage.*

## **EDUCATION and/or EXPERIENCE**

High school diploma or GED; strong science background; knowledge of the metric system and good math skills; familiarity with pharmacy terminology, medication names and aseptic techniques desirable; current national pharmacy technician certification required.

## **BOARD OF PHARMACY REGISTRATION**

Pharmacy technicians must be nationally certified and registered with the Iowa Board of Pharmacy. Pharmacy technicians are required to register with the Board for identification, tracking, and disciplinary action in addition to verifying competency for the certification. Any new pharmacy technician who has not previously registered with the Board and is not certified as a technician by the National Healthcareer Association (NHA) or the Pharmacy Technician Certification Board (PTCB) must complete the application for Technician Trainee within 30 days of accepting employment. The registration fee must be paid by the employee. The Technician Trainee certification expires one year after issuance, and the technician must be nationally certified by this date in order to maintain employment as a pharmacy technician. The exam fee is paid by the employee.

A technician trainee must complete registration as a technician following the successful completion of the certification exam and before the technician trainee registration expires. Failure to renew prior to the technician trainee expiration may result in late fees and/or disciplinary action. The technician registration fee is paid by the employee.

## **LANGUAGE ABILITY**

Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar. Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

## **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

## **COGNITIVE DEMANDS**

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

## **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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to handle; reach with hands and arms; and talk or hear. The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and distance vision.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Pharmacy technicians work in clean, well-lighted, and well-ventilated areas
- Exposure to hazardous drugs occurs on a daily basis; compliance with all safety procedures required.
- Standing for extended periods of time is required.
- The noise level in the work environment is usually quiet to moderate.
- Technicians may work evenings, nights, weekends, and holidays. This includes a normal schedule of working hours, but also includes being available in the event of crises, or other emergencies or functions outside the normal scheduled hours.
- The position may include stress due to pressures with dealing with a number of different personalities where patience is required
- Frequent work interruptions may occur

## **Training**

A training manual will be provided upon hire. Continual competency and performance checks will occur with a more formal annual performance review.

## ACKNOWLEDGEMENT

*I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I understand that this is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, GRx Holdings, LLC. reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed as directed by GRx Holdings, LLC. I understand that I may be required to work overtime, different shifts or hours outside the normally defined workday or workweek. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and GRX, Inc. has a similar right.*

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

GRX Holdings, LLC. is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, GRX Holdings will provide reasonable accommodations to qualified individuals with disabilities and encourages prospective employees and incumbents to discuss potential accommodations with GRX, Inc.