



**Job Title:** Pharmacy Technician  
**Department:** Pharmacy  
**Supervisor:** Pharmacy Manager  
**FLSA Status:** Non-Exempt  
**Approved Date:** 1-1-18

**Position Summary**

Assist the pharmacist in operating a pharmacy by performing manipulative, nondiscretionary functions in the pharmacy as defined by the Pharmacy Quality Assurance Commission (PQAC).

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

1. Accepts and processes new and refill prescriptions from patients or their representative.
2. Collects demographic information needed to maintain up-to-date patient profiles.
3. Reviews patient profiles for completeness.
4. Files and retrieves pharmacy records.
5. Handles telephone communications for nondiscretionary tasks including, but not limited to:
  - a. Prescription refill requests.
  - b. Questions concerning pharmacy operations, pricing information or other nondiscretionary information.
  - c. Receiving authorization of prescription refills when no changes are made.
  - d. Ordering of medications or supplies.
  - e. Relaying messages through the medical chart inbox from patients to medical staff, including refill requests.
6. Orders, receives, and processes invoices for medication, devices, and supplies as outlined in pharmacy policies and procedures. Stocks shelves with received inventory.
7. Assists the pharmacist in inventory management, including, but not limited to:
  - a. Removing outdated or recalled stock and isolating it from active inventory.
  - b. Preparing stock for return to wholesaler or manufacturer.
8. Uses the Pharmacy Management System to enter prescription, patient, and insurance information to prepare a prescription for dispensing by the pharmacist.
9. Uses the Pharmacy Management System to bill, rebill, return to stock and reconcile remittance reports for 3<sup>rd</sup> party insurance payments.
10. If Spanish speaking, interprets for the pharmacist when he/she is engaged with Spanish speaking patients, when necessary.

11. Prepares processed prescriptions for dispensing by the pharmacist, including, but not limited to:
  - a. Retrieving medications from stock, portioning out the correct quantity of liquid, pills, etc. for the prescription being processed.
  - b. Labeling the prepared prescription container as per protocol.
  - c. Reconstituting medications with the appropriate diluent per instructions on the medication container or per instructions in an approved recipe prior to pharmacist dispensing.
12. Operates cash register or other payment systems to process patient payments for medications.
13. Prepares cash deposit daily.
14. Assists the pharmacist in maintaining a clean, orderly, and smoothly operating pharmacy.

### **Competencies**

To perform the job successfully, the following competencies should be demonstrated.

**Attendance/Punctuality** - Is consistently at work and on time, as established; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

**CHCW Culture** - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values; follows policies and procedures; supports organization's goals and values; shows respect and sensitivity for cultural differences; follows instructions; responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan; asks for and offers help when needed.

**Communications** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings; writes clearly and informatively; edits work for spelling and grammar; keeps others adequately informed; selects and uses appropriate communication methods.

**Customer Service for Internal and External Customers/Patients** - Manages difficult or emotional customer/patient situations; responds promptly to customer/patient needs; solicits customer/patient feedback to improve service ; responds to requests for service and assistance; meets commitments.

**Job Knowledge** - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; maintains confidentiality per policy and regulations; fluent in Microsoft Office programs, including Word, Excel, PowerPoint and Outlook and job related software and computers; uses resources effectively; pursues training and development opportunities; adapts to new technologies; keeps technical skills up to date.

**Problem Solving** - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics; adapts to changes in the work environment; changes approach or method to best fit the situation.

**Planning/Organizing** - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans.

**Quality Management** - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

**Safety and Security** - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

**Teamwork** - Exhibits objectivity and openness to others' views; gives and welcomes feedback; establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

**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.

**Education and/or Experience**

High school diploma or general education degree (GED).

**Certificates, Licenses, Registrations**

Washington State Pharmacy Technician License

**Bilingual**

Bilingual in Spanish/English is preferred

**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 talk or hear. The employee is frequently required to stand; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to walk; sit and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**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.

While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles and toxic or caustic chemicals. The noise level in the work environment is usually moderate.

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Employee Signature

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Date

\_\_\_\_\_  
Employee Print Name

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date