

Pharmacy Technician

DESCRIPTION OF WORK: Positions in this banded class assist pharmacists in providing technical pharmacy services by processing, preparing, and filling physician's medication orders. Work is performed in a pharmacy and/or outpatient clinic setting. Duties performed include: screening and preparing physician's medication orders; recording data on patient profiles; issuing drugs, chemicals and other pharmaceuticals products; and maintaining inventory. Work may include providing instruction and/or supervision of others.

EXAMPLES OF COMPETENCIES: CONTRIBUTING

Knowledge -Technical: Applies a basic knowledge of medical and pharmacy terminology and processing techniques. Applies basic knowledge of pharmaceutical drugs and formulas. Applies a basic knowledge of chemical procedures used to compound, reconstitute and dilute drugs.

Coordination – Work: Fills medication orders following established procedures; identifies processing problems; prepares pharmaceutical products; may collect fees. Makes accurate observations concerning drug qualities and quantities and accuracy of label; understands and complies with the quality control procedures. Enters basic data in data management system; maintains accurate patient database; may prepare statistical reports. Maintains appropriate inventory of regular medications and/or controlled substances.

Communication and Instruction: Provides basic instruction to patients on how to administer and/or store medications; refers patient to pharmacist for any technical or detailed information. Provides effective customer service by listening to the patient and understanding and responding to identified needs. Follows medication orders and written instructions; labels and prepares written information following procedures. Provides orientation to others on pharmacy procedures and processes.

JOURNEY

Knowledge -Technical: Applies a full knowledge of medical and pharmacy terminology and processing techniques. Applies a full knowledge of pharmaceutical drugs and formulas. Applies a full knowledge of chemical procedures used to compound, reconstitute and dilute drugs.

Coordination – Work: Provides technical advice to other technicians; monitors effectiveness of procedures and workflow; helps prioritize work; helps resolve processing problems; recommends improvements to procedures. Evaluates and modifies quality control procedures. Ensures accurate patient database; monitors data integrity; prepares statistical reports. Monitors use of resources; requisitions supplies; prepares purchase orders.

Communication and Instruction: Monitors consistency and effectiveness of patient communication; identifies issues and recommends solutions. Monitors customer service provided to patients by others; identifies issues; recommends improvements. Monitors others in following medication orders; assists others in understanding instructions and following new procedures. Provides training and advice to other technicians; may serve as lead worker.

Human Resources Management (if applicable): May assist in developing work plans. Assists in planning for and delivering on-the-job training. May participate in the recruitment and selection process. Ensures employees have access to tools and information for planning career development opportunities.

ADVANCED

Knowledge -Technical: Applies a thorough knowledge of medical and pharmacy terminology and processing techniques. Applies a thorough knowledge of pharmaceutical drugs and formulas. Applies a thorough knowledge of chemical procedures used to compound, reconstitute and dilute drugs.

Coordination – Work: Assigns and maintains workload balance to enhance productivity; reviews work of others; resolves technical problems; establishes new procedures; coordinates work with other medical services. Develops and monitors quality control program. Trains others in data entry; ensures data

Communication and Instruction: Trains and counsels others in how to effectively communicate information to patients; ensures compliance with patient communication policies and procedures; works with pharmacist to make changes to patient communication policies and procedures. Trains and counsels others in customer service techniques and skills; ensures customer service standards are met. Trains and counsels others in following written procedures; assists in documenting procedures. Identifies training needs; develops and implements training programs.

Human Resources Management (if applicable):

integrity; provides statistics and reports on pharmacy operations. Assists in designing and improving data management systems. Monitors use of resources for specialized procedures/surgery; requisitions supplies.

Prepares work plans; conducts performance reviews; ensures compliance with performance management policies and procedures. Recommends resolution of disciplinary and grievance issues, as needed. Determines training needs and resources; provides training to specific employees; develops training programs. Determines work unit design; recruits and selects staff. Plans and coordinates career development opportunities with employees.

MINIMUM TRAINING AND EXPERIENCE: Completion of an accredited nine-month Pharmacy Technician program; or high school diploma or equivalency and one year of pharmacy-related experience; or an equivalent combination of education and experience. Some positions may require certification as a Pharmacy Technician.

Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.