

## I. 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, preparing and issuing drugs, chemicals and other pharmaceuticals products, and maintaining inventory. Work may include providing instruction and/or supervision of others.

## II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
<p>Positions at this level receive medication orders, screen orders for accuracy, under the direct supervision of a licensed pharmacist. They fill the medication order, and provide basic information to the patient. They may prepackage unit dose medications, maintain pharmacy inventory and perform general housekeeping of the pharmacy. Positions may screen patients for eligibility, collect fees, and prepare reports. They may participate in facility courier deliveries.</p>	<p>Positions at this level monitor quality control activities, help prioritize work, and recommend process improvements. They may prepare intravenous and other sterile products and manufacture antiseptics, and circulating fluids. Positions may provide highly specialized technical work and interact directly with clinicians. They may assist with facility inspections. They may train others and/or serve as lead worker.</p>	<p>Positions at this level coordinate and/or direct activities of others with supervisory responsibility. They ensure adequate staffing and efficient workflow and provide reports and data on pharmacy activity. Positions at this level serve as liaison between professional staff and technical staff. Positions at this level may also participate in formulary reviews, provide selected drug information to clinicians, provide final check of certain medications as approved by the NC Board of Pharmacy, and/or recommend budgetary needs.</p>

**III. COMPETENCIES**

Competency	Definition
<b>Knowledge – Technical</b>	Technical skill and knowledge in pharmacy technician work. Ability to keep current with new products and processes in pharmaceutical services.
<b>Coordination – Work</b>	Ability to follow specific pharmacy instructions. Ability to perform routine tasks. Ability to check work for accuracy before completion of tasks.
<b>Communication and Instruction</b>	Ability to convey information clearly and concisely to individuals or groups either verbally or in writing to ensure that they understand the information and the message. Ability to listen and respond appropriately to others. Ability to instruct and train employees, students, faculty and/or other clients by providing information, including appropriate procedures, practices and/or operation of equipment.
<b>Human Resources Management</b> <i>if applicable</i>	Knowledge of appropriate policies and procedures for recruiting, selecting, developing, counseling, disciplining, and evaluation performance of employees to retain a diverse workforce. Ability to administer and ensure compliance with human resources policies and procedures. Ability to observe and assess work. Ability to provide feedback. Ability to provide technical supervision of staff. Ability to develop plans for employees to gain necessary knowledge, skills, and abilities. Ability to plan for and support employees in career development opportunities.

Note: Not all competencies apply to every position/employee; evaluate only those that apply. Competency statements are progressive.

**IV. COMPETENCY STATEMENTS BY LEVEL**

**Knowledge – Technical**

Technical skill and knowledge in pharmacy technician work. Ability to keep current with new products and processes in pharmaceutical services.

Contributing	Journey	Advanced
Basic knowledge of medical and pharmacy terminology and processing techniques. Basic knowledge of pharmaceutical drugs and formulas. Basic knowledge of chemical procedures used to compound, reconstitute and dilute drugs.	Working knowledge of medical and pharmacy terminology and processing techniques as well as regulations governing pharmacy practice. Working knowledge of pharmaceutical drugs and formulas. Working knowledge of chemical procedures used to compound, reconstitute and dilute drugs.	Full knowledge of medical and pharmacy terminology and processing techniques as well as regulations governing pharmacy practice. Full knowledge of pharmaceutical drugs and formulas. Full knowledge of chemical procedures used to compound, reconstitute and dilute drugs.

Basic knowledge - The span of knowledge minimally necessary to complete defined assignments.

Working knowledge - The span of knowledge necessary to independently complete defined assignments to produce an effort or activity directed toward the production or accomplishment of the research objective.

Full knowledge - The broad scope of knowledge demonstrated on the job that is beyond journey competencies.

**Coordination – Work**

Ability to follow specific pharmacy instructions. Ability to perform routine tasks. Ability to check work for accuracy before completion of tasks.

Contributing	Journey	Advanced
Ability to fill medication orders following established procedures. Ability to identify processing problems. Ability to prepare pharmaceutical products. Ability to collect fees. Ability to make accurate observations concerning drug qualities and quantities and accuracy of label. Ability to understand and comply with the quality control procedures. Ability to enter basic data in data management system. Ability to maintain accurate patient database. Ability to prepare statistical reports. Ability to maintain appropriate inventory of regular medications and/or controlled substances.	Ability to provide technical advice to other technicians. Ability to monitor effectiveness of procedures and workflow. Ability to assist with prioritization of work. Ability to assist with resolving processing problems. Ability to recommend improvements to procedures. Ability to evaluate and modify quality control procedures. Ability to ensure accurate patient database. Ability to monitor data integrity. Ability to monitor use of resources, requisition medications and supplies, and prepare purchase orders.	Ability to assign and maintain workload balance to enhance productivity. Ability to review work of others. Ability to resolve technical problems. Ability to establish new procedures. Ability to coordinate work with other medical services. Ability to develop and monitor quality control program and provide final check of certain medications as approved by the NC Board of Pharmacy. Ability to train others in data entry. Ability to provide statistics and reports on pharmacy operations. Ability to assist with designing and improving data management systems.

**Communication and Instruction**

Ability to convey information clearly and concisely to individuals or groups either verbally or in writing to ensure that they understand the information and the message. Ability to listen and respond appropriately to others. Ability to instruct and train employees, students, faculty and/or other clients by providing information, including appropriate procedures, practices and/or operation of equipment.

<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<p>Ability to provide basic instruction to patients/clients on how to administer and/or store medications. Ability to refer patient/client to pharmacist for any technical or detailed information. Ability to provide effective customer service by listening to the patient/client and understanding and responding to identified needs. Ability to follow medication orders and written instructions. Ability to label and prepare written information following procedures.</p>	<p>Ability to monitor consistency and effectiveness of patient/client communication. Ability to identify issues and recommend solutions. Ability to monitor customer service provided to patients/clients by others. Ability to identify issues and recommend improvements. Ability to monitor others in following medication orders. Ability to assist others in understanding instructions and following new procedures. Ability to provide training and advice to other staff. Ability to serve as lead worker.</p>	<p>Ability to train and counsel others in how to effectively communicate information to patients/clients. Ability to ensure compliance with patient communication policies and procedures. Ability to work with pharmacists to make changes to patient/client communication policies and procedures. Ability to train and counsel others in appropriate customer service techniques and skills. Ability to ensure customer service standards are met. Ability to train and counsel others in following written procedures. Ability to assist in documenting procedures. Ability to identify training needs, and develop and implement training programs.</p>

**Human Resources Management**

Knowledge of appropriate policies and procedures for recruiting, selecting, developing, counseling, disciplining, and evaluation performance of employees to retain a diverse workforce. Ability to administer and ensure compliance with human resources policies and procedures. Ability to observe and assess work. Ability to provide feedback. Ability to provide technical supervision of staff. Ability to develop plans for employees to gain necessary knowledge, skills, and abilities. Ability to plan for and support employees in career development opportunities.

Contributing	Journey	Advanced
N/A	N/A	Ability to prepare work plans. Ability to conduct performance reviews. Ability to review compliance with performance management policies and procedures. Ability to recommend resolution of disciplinary and grievance issues, as needed. Ability to determine training needs and resources. Ability to provide training to specific employees. Ability to develop training programs. Ability to determine work unit design. Ability to recruit and select staff. Ability to plan and coordinate career development opportunities with employees.

**V. MINIMUM TRAINING & 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.

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