



## JOB DESCRIPTION

### Certified Pharmacy Technician

**REPORTS TO:** Director of Pharmacy Services

**EDUCATION & EXPERIENCE:** High School diploma or equivalent and Texas State Board of Pharmacy – Pharmacy Technician certification.

**SKILLS:** Excellent verbal and written communication skills. Excellent interpersonal and customer service skills. Excellent time management skills with a proven ability to meet deadlines. Strong analytical and problem-solving skills. Knowledge of pharmaceutical and related medical terminology, knowledge of metric and apothecary measurement systems. Knowledge of pharmacy operations and safety standards. Ability to prioritize tasks and to delegate them when appropriate. Ability to function well in a high-paced and at times stressful environment. Fluent in Spanish is strongly preferred.

#### **PRIMARY DUTIES:**

- Receive prescriptions from patients and take specified medical histories.
- Check prescriptions for completeness of information.
- Verify patient information and proper physician authorization.
- Calculate correct drug dosages and convert between metric and apothecary systems.
- Enter patient and prescription data into pharmacy management system.
- Comply with all regulations related to confidentiality of patient information.
- Under the supervision of the pharmacist, pre-package commonly used quantities and assist with the dispensing of prescriptions.
- Provide non-drug information to patients and clinicians and answer appropriate questions.
- Assist pharmacist to resolve prescription problems with clinicians.
- Operate point-of-sale system by accurately balancing a cash drawer and processing receipts. Reconcile daily payments received with computer totals and prepare an accurate bank deposit.
- Answer telephones and provide service excellence to patients and other partners, utilizing the AIDET (Acknowledge, Introduce, Duration, Explanation, Thank) framework to ensure all interactions are patient-centered and contribute to a positive patient experience.
- Maintain a clean work area and equipment.

#### **OTHER DUTIES:**

- Other duties as assigned by supervisor

#### **PHYSICAL AND MENTAL REQUIREMENTS:**

- Visual and auditory accuracy
- Shift length - 8 hours
- Indoor setting
- Continuous use of computer and calculator
- Long periods of standing or sitting
- Frequent use of telephone
- Continuous repetitive grasping and manipulation of both hands
- Continuous conversational communication

- Occasional reaching, walking, squatting, bending, kneeling, twisting and climbing
- Occasionally carrying, lifting, pushing and pulling of up to 25 lbs.
- Occasionally working in confined, noisy, dusty areas
- Infrequent use of personal car
- Understand/carry out simple/detailed, oral/written instructions
- Occasional travel
- Memorize and retain instructions
- Read and interpret detailed specifications

**REVIEWED WITH EMPLOYEE:**

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

4/24/2024