
Auburn University Job Description

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|--------------|-------------------------------|-------------|---------------------|
| Job Title: | Tech IV, HSOP Pharmacy | Job Family: | No Family |
| Job Code: | EA18 | Grade 31: | \$31,300 - \$52,100 |
| FLSA status: | Non-exempt | | |

Job Summary

Under general supervision of a Pharmacist, the Harrison School of Pharmacy (HSOP) Pharmacy Technician IV provides complex skilled and technical assistance in pharmacies operated by the Harrison School of Pharmacy to include dispensing prescriptions, providing customer service to patients, resolving complex issues, and managing and overseeing others in maintaining inventory.

Essential Functions

1. Assists a registered pharmacist in dispensing prescriptions to patients to include receiving prescription refill requests and new prescription requests, verifying that information is accurate, and entering prescription information into computer database accurately and efficiently.
2. Provides customer service by responding to routine inquiries concerning prescriptions, prescription insurance coverage, and pharmacy prescription records. Forwards complex issues to supervisor.
3. Manages and oversees others in maintaining pharmacy inventory in roles to include ordering medications, receiving medications, verifying medication shipments, approving invoices, stocking, checking for outdated medication currently in inventory, supervision and delegation assignments to others.
4. Maintains and stocks automated dispensing machines.
5. Performs payment processing, cashier functions, and financial reporting including daily transactions, opening and closing cash register, end of day financial reporting and troubleshooting of issues that arise in daily activities at an expert level.
6. Executes expert-level troubleshooting of pharmacy software, reporting, and related technology including insurance rejections, software or hardware malfunctions and new technology implementation. Is an on-site expert for all new technology platforms implemented in their area.
7. Completes continuing education and required job training courses pertinent to the position.
8. Provides unit-level oversight and training over assigned pharmacy processes.
9. Provides advice and consultation to supervisors and managers regarding internal policies, procedures, and practices.
10. Leads and assists in developing or modifying processes based on unit objectives and feedback from employees and management. Trains others in new process implementation.

Supervisory Responsibility

May supervise employees but supervision is not the main focus of the job.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

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Minimum Required Education and Experience

| | <u>Minimum</u> | <u>Focus of Education/Experience</u> |
|--------------------------|----------------|--|
| Education | High School | High School Diploma or equivalent. |
| Experience (yrs.) | 6 | Experience in providing assistance to a pharmacist or in a pharmacy setting. |

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

Advanced knowledge of pharmacology terminology and prescriptions. Advanced knowledge of pharmacy calculations. Ability to perform most calculations with minimal oversight. Expert knowledge of processes, methods, and procedures of all federal, state and local regulations applicable to pharmacy as well as general knowledge of prescription filling processes. Consistently applies principles and processes for providing customer and personal services to include customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction. Accurate data entry skills. Expert knowledge of multiple pharmacy related software programs and their utilization. Expert knowledge of financial reporting. Ability to perform regular tasks that require expert-level critical thinking and problem solving skills. Excellent communication skills for communicating with a wide variety of individuals.

Certification or Licensure Requirements

AL Pharmacy Technician License and National Pharmacy Technician Certification required.

Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires standing, talking, hearing, and handling objects with hands. Job occasionally requires walking, sitting, reaching, and lifting up to 25 pounds. Vision requirements: Ability to see information in print and/or electronically.

Date: 10/21/2021
