



## Job Description

**Job Title:** Pharmacy Technician- Certified  
**Department:** Retail Pharmacy  
**Reports To:** Pharmacist  
**FLSA Status:** Non-Exempt  
**Prepared By:** Human Resources  
**Prepared Date:** 5/10/10  
**Approved By:** Director of Retail Pharmacy  
**Approved Date:** 05/07/18  
**Revised Date:** 08/09/2023

### SUMMARY

Assists Pharmacist in retail and/or hospital pharmacy by performing the following duties.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

Mixes pharmaceutical preparations, fills bottles with prescribed tablets and capsules, and types labels for bottles.

Assists Pharmacist to prepare and dispense medication.

Receives and stores incoming supplies. Ensures vials, bottles, lids, etc. are well stocked.

Counts stock and enters data in computer to maintain inventory records.

Processes records of medication and equipment dispensed to customer or hospital patient, computes charges, and enters data in computer.

Cleans equipment.

Maintains a clean work area.

Prepares packages for mailing or delivery.

Performs bookkeeping tasks as needed.

Answers the telephone appropriately.

Maintains a positive attitude towards clients and staff.

### Customer Service

Deals directly with customers/patients either by telephone, electronically or face to face.

Responds promptly to customer, patient, and staff inquiries.

Handles and resolves customer, patient, and staff complaints.

Obtains and evaluates all relevant information to handle inquiries and complaints.

Shows empathy for the customer's/patient's situation.

Is able to communicate clearly, both written and in speech.

Has a "thick skin" and is able to handle complaints, even when handling unpleasant customers.

Handles customer/patient situations in the best interest of both customer and company.

All other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

None.

### **COMPETENCIES**

To perform the job successfully, an individual should demonstrate the following competencies:

Customer Service - Responds promptly to customer needs; responds to requests for service and assistance.

Interpersonal Skills - Maintains confidentiality; listens to others without interrupting; keeps emotions under control.

Oral Communication - Speaks clearly; listens and gets clarification; responds well to questions.

Written Communication - Presents numerical data effectively; able to read and interpret written information.

Teamwork - Contributes to building a positive team spirit.

Professionalism - Approaches others in a tactful manner; treats others with respect and consideration regardless of their status or position.

Quantity- Meets productivity standards; completes work in a timely manner; strives to increase productivity; works quickly.

Quality - Demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

Attendance/Punctuality - Is consistently at work and on time.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions.

Ethics - Keeps commitments; inspires the trust of others; works ethically and upholds organizational values of integrity, respect, compassion, quality, stewardship, and safety.

Initiative - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; looks for and takes advantage of opportunities; asks for and offers help when needed.

Analytical – Collects and researches data; uses intuition and experience to complement data

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; uses reason even when dealing with emotional topics; works well in group problem solving situations.

Technical Skills - Pursues training and continuing education opportunities; strives to continuously build knowledge and skills.

Organizational Support - Follows policies and procedures; completes tasks correctly and on time; supports organization's mission to provide a continuum of quality health care and community services rooted in excellence and delivered with skill and compassion; benefits organization through outside activities.

Motivation - Demonstrates persistence and overcomes obstacles; measures self against standard of excellence.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

Safety and Security- Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly. Understands risk(s) of working with or near hazardous drugs and the importance of following established policies and procedures to minimize risk of exposure.

Adaptability - Manages competing demands; changes approach or method to best fit the situation; able to deal with frequent changes, delays, or unexpected events.

## **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**

Must follow Board of Pharmacy requirements for pharmacy technician. High school diploma or general education degree (GED); Board approved pharmacy technician training if registered after January 1, 2013 as per the MN Board of Pharmacy requirements.

## **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

## **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, proportions, percentages, and volume. Ability to apply concepts of basic algebra and geometry.

## **REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several variables in standardized situations.

## **COMPUTER SKILLS**

To perform this job successfully, an individual must be able to perform prescription data entry, have knowledge and experience using computers, internet, Microsoft Excel, and Microsoft Word and be able to operate a computer-based cash register.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

Registered Pharmacy Technician with the Minnesota Board of Pharmacy. Certified with the Pharmacy Technician Certification Board.

## **OTHER QUALIFICATIONS**

Must be reliable and a team player.

## **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 walk; use hands to handle or feel; reach with hands and arms; and talk and hear. The employee frequently is required to stand for long periods of time. The employee is occasionally required to sit; climb or

balance; stoop, kneel, crouch, or crawl; and smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close 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 hazardous drugs that may be classified as either anti-neoplastic, non-antineoplastic, or reproductive risk. The employee may also have occasional exposure to caustic chemicals and risk of electrical shock. The noise level in the work environment is usually moderate.

I have read this job description and agree to work as assigned.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date