

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, preparing and 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:** 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.
- **Coordination – Work:** 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.
- **Communication and Instruction:** 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.

JOURNEY

- **Knowledge – Technical:** 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.
- **Coordination – Work:** 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.
- **Communication and Instruction:** 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.

ADVANCED

- **Knowledge – Technical:** 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.
- **Coordination – Work:** 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 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.
- **Human Resources Management:** 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.

MINIMUM TRAINING AND EXPERIENCE: Completion of a nine-month Pharmacy Technician program or graduation from high school and one year of pharmacy-related experience; or an equivalent combination of education and experience.

Necessary Special Qualification Requirements – Some positions may require Pharmacy Technician certification.

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.