



## JOB DESCRIPTION

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**Job Title:** Pharmacy Tech Lead

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**Closing Date:** September 25, 2020 or until filled

**Apply:** jobs@schc.net, please state which job you are applying for

**Contact:** Kelsie Bolaño 385-955-6539

**Location:** Salt Lake City, UT

**General Summary of Duties:** Assists the Pharmacist with prescription processing and filling while also communicating with prescribers regarding patient medications. The successful candidate for this role will communicate with patients over the phone and in-person at the clinic to address customer service issues within the pharmacy. Additionally, our Pharmacy Technicians ensure that patient and prescription information are correct during each stage of the prescription filling process.

**Supervisor:** Pharmacy Director

**Supervisory Responsibilities:** None

**Major Responsibilities/Tasks:**

1. Prepares and adjusts schedules for technicians.
2. Assists in education and training of technicians.
3. Provides guidance to team members on handling simple or complex issues.
4. Oversee and maintain pharmacy inventory by checking inventory levels, anticipating needed medications and supplies, placing orders, verifying receipt, and removing outdated drugs.
5. Enter and maintain prescription data using pharmacy software and clinic EMR.
6. Answer incoming phone calls and field patient questions.
7. Clarify prescription information with providers.
8. Disburse verified prescriptions to patients.
9. Answer patient questions and address customer service issues when they arise.
10. Assist the pharmacist with managing medication inventory and placing wholesaler orders.

**EDUCATION:** NABP or PTCB Certification.

**EXPERIENCE:** 4+ years of customer service required.

**REQUIREMENTS:**

1. Valid state license.

**KNOWLEDGE, SKILLS, & ABILITIES:** The jobholder must demonstrate current competencies applicable to the job position.

1. Skills in verbal communication and customer service.
2. Ability to perform in a fast-paced environment.

**PHYSICAL DEMANDS/ WORKING CONDITIONS:**

This job requires prolonged sitting, some bending, stooping and stretching. It also requires eye-hand coordination and manual dexterity enough to operate a keyboard, photocopier, telephone, calculator, and other office equipment. Requires normal range of hearing/eyesight/voice projection to record, prepare, and communicate appropriately. Requires occasional lifting up to 50 pounds. Most work is performed in an office environment; however, routine clinical operations monitoring may involve exposure to infectious, communicable diseases and hazardous materials, waste gases and blood and body fluids. Frequent exposure to water and chemicals used in disinfection/sterilization process. Exposure to noisy equipment. The job requires significant travel.

**PHYSICAL DEMANDS/WORKING CONDITIONS, ESSENTIAL FUNCTIONS:**

✓ Manual Dexterity	✓ Sitting for long periods of time
✓ Ability to work under stress, or in emergency situations	✓ Reaching, bending, stooping, kneeling, crawling
✓ Standing, walking	✓ Hear alarms/telephone/tape recorder
✓ Reach above shoulder	✓ Sense of smell/taste
✓ Repetitive arm/hand movements	✓ Exposure to high pitched noises
✓ Color Vision	✓ Exposure to communicable diseases
✓ Sight Acuity – far, near, depth perception	✓ Exposure to blood borne pathogens
✓ Lift up to 100 lbs.	✓ Carry up to 100 lbs.