



## Good Samaritan Health Center of Cobb

### Job Description

### Pharmacy Technician

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**Effective Date:**

**Reports To:** Pharmacy Manager- Pharmacist

**Review Date:**

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#### **SUMMARY OF DUTIES:**

- Responsible for assisting providers and pharmacists with prescription requests, medication refills, clerical, environmental and organizational tasks such as supply management and department inventory.
- Provide information to patients so they may fully utilize and benefit from clinic services.
- Conveys a positive image of the clinic.

**SUPERVISION RECEIVED:** Reports to Pharmacy Manager. Also takes direction from staff pharmacists, providers or other medical team members, including physicians, nurse practitioners, physician assistants, staff or volunteer pharmacists, pharmacist-in-charge (PIC) and pharmacy director.

#### **PRIMARY RESPONSIBILITIES:**

- Can fulfill the clinic's mission to spread the love of Christ through quality healthcare to those in need while providing appropriate physical, emotional, and spiritual care for the whole person
- Assist other pharmacy team members with patients at the window, answering phone calls, and filling prescription medications
- Supports team efforts maintaining supply inventory
- Process new and refill prescription orders from providers and patients
- Refer all medication questions to the pharmacist on duty
- Assist patients with the PAP program and refer patients to the PAP coordinator for additional support
- Fulfill patient care responsibilities as assigned which may include translation assistance, relaying instructions to patients / families, answering calls and providing pertinent information, communicating changes to patients, retrieving voice messages etc.
- Represent Good Sam Cobb by conveying our mission to all vendors, volunteers, and donors.
- Follow all pharmacy policies and best practices including following legal standards and professional best practice standards
- Train on Pioneer pharmacy software for prescription processing competence
- Counts, bottles, and labels prescription orders for verification by pharmacist on duty
- Work collaboratively with pharmacy team to accomplish daily housekeeping tasks, such as refrigerator monitoring, cleaning and organizing, removal of trash nightly, securing door and gate locks and turning off lights, counting down cash register
- Fulfills organizational responsibilities as assigned which may include respecting / promoting patient rights, adhering to Good Sam Cobb best practices regarding HIPAA compliance
- Alerts pharmacist on duty to any questions or quality related issues relating to prescriptions or customer service

The job holder must demonstrate or develop current competencies expected for a pharmacy technician.

**EDUCATION:** High school diploma, some college preferred. Pharmacy technician registration is required within 60 days of hire.

**EXPERIENCE:** 1+ year experience with customer service, pharmacy experience preferred.

**KNOWLEDGE:** Bilingual in Spanish, maintains CPR certification, computer literate. Experience with electronic medical record software preferred.

**REQUIREMENTS:**

- Registers with State of Georgia as a pharmacy technician and keeps license current and in good standing.
- Maintains CPR certification.
- Completes 340B certification and renews annually
- Computer literate.
- Completes all required Good Sam Cobb trainings within 30 days of hire, and recertifies annually

**SKILLS:**

- Able to read pharmacy labels and count medications accordingly
- Basic math skills to calculate quantities and days supply
- Able to professionally and courteously communicate with patients, department team members, supervisors, and other clinic staff or volunteers
- Skillful in communicating basic information to patients and employees with various education and language backgrounds

**ABILITIES:**

- Ability to learn and retain information regarding patient care procedures
- Ability to project a pleasant and professional image
- Ability to plan, prioritize, and complete delegated tasks
- Ability to lift 30 lbs
- Ability to demonstrate compassion and caring in dealing with others that supports the Center's mission to share the love of Christ through quality healthcare to those in need
- Ability to follow both written or oral instructions and to follow specific clinic protocols

**ENVIRONMENTAL / WORKING CONDITIONS:** Office setting, well-ventilated and well lighted. OSHA Category 3 – Involves no regular exposure to blood, body fluids, or tissues, and tasks that involve exposure to blood, body fluids, or tissues are not a condition of employment.

**PHYSICAL / MENTAL DEMANDS:** Requires standing and walking for extensive periods of time. Occasionally lift and carry items weighing up to 20 pounds. Requires corrected vision and hearing to normal range. Requires working under stress in emergency situations, workload, and customer service.

1. Standing: 60% of the workday
2. Sitting: 40% of the workday
3. Walking: 15% of the workday
4. Lifting: 10% of the workday up to 30 lbs.

This description is intended to provide only basic guidelines for meeting job requirements.  
Responsibilities, knowledge, skills, abilities and working conditions may change as needs evolve.

## **ACKNOWLEDGMENT**

I have read and understand my job description, and I have discussed my job requirements and responsibilities with my supervisor.

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Employee Name

X

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Employee Signature

X

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Date Signed

X

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Supervisor Name