BAY CLINIC INC

Pharmacy Technician/Call Center Specialist

Department: Operations
FLSA Status: Non-Exempt
Grade/Level: 
Job Type: Regular
Work Schedule: 40 hours per week

Job Status: Full Time
Reports To: 340B/Call Center Manager
Amount of Travel Required: 35%
Positions Supervised: None

POSITION SUMMARY
The Pharmacy Technician/Call Center Specialist works with pharmacists to help prepare and give out prescription medication. The Pharmacy technician works with health professionals and customers, labels and gives instructions for medicine, and helps take payments. Additionally, the technician will operate telephone business systems equipment in support of the Bay Clinic Call Center to relay incoming, outgoing, and interoffice calls when not performing 340b related work duties. Supplies information to callers and record messages in electronic health record. Promote and support the Patient Centered Medical Home primary care model (PCMH).

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement
To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Essential Functions Statement(s)
- Maintains pharmacy inventory by checking pharmaceutical stock to determine inventory level; anticipating needed medications and supplies; placing and expediting orders; verifying receipt; removing outdated drugs.
- Receives and stores incoming supplies.
- Ensures medication availability by delivering medications to patients and departments.
- Verifies stock and enters data in computer to maintain inventory records.
- Maintains a safe and clean pharmacy by complying with procedures, rules and regulations.
- Protects patients and employees by adhering to infection-control policies and procedures.
- Prepares reports by collecting and summarizing information.
- Operates telephone business systems equipment in support of the Bay Clinic Call Center to relay incoming, outgoing, and interoffice calls when not performing 340b related work duties. Supplies information to callers and records messages in electronic health records, to include: scheduling appointments, routing emergency calls, interoffice paging and transferring, arranging conference calls, and recording and relaying messages as necessary.
- Contributes to team effort by accomplishing related results as needed.
- Performs other duties as assigned.

POSITION QUALIFICATIONS

Competency Statement(s)
- Accountability - Ability to accept responsibility and account for his/her actions.
- Analytical Skills - Ability to use thinking and reasoning to solve a problem.
- Autonomy - Ability to work independently with minimal supervision.
- Accuracy - Ability to perform work accurately and thoroughly.
- Detail Oriented - Ability to pay attention to the minute details of a project or task.
- Customer Oriented - Ability to take care of the customers’ needs while following company procedures.
- Organized - Possessing the trait of being organized or following a systematic method of performing a task.
- Responsible - Ability to be held accountable or answerable for one’s conduct.

SKILLS & ABILITIES

Experience: At least one year of related experience required.

Certifications & Licenses: Training classes and/or passing exams may be required.

Other Requirements: High school diploma or GED.

PHYSICAL DEMANDS

N (Not Applicable) Activity is not applicable to this position.
O (Occasionally) Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
F (Frequently) Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
C (Constantly) Position requires this activity more than 66% of the time (5.5+ hrs/day)

<table>
<thead>
<tr>
<th>Physical Demands</th>
<th>Lift/Carry</th>
<th>Push/Pull</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stand</td>
<td>F</td>
<td></td>
</tr>
<tr>
<td>Walk</td>
<td>F</td>
<td>10 lbs or less</td>
</tr>
<tr>
<td>Sit</td>
<td>F</td>
<td>11-20 lbs</td>
</tr>
<tr>
<td>Manually Manipulate</td>
<td>F</td>
<td>21-50 lbs</td>
</tr>
<tr>
<td>Reach Outward</td>
<td>F</td>
<td>51-100 lbs</td>
</tr>
<tr>
<td>Reach Above Shoulder</td>
<td>F</td>
<td>Over 100 lbs</td>
</tr>
<tr>
<td>Climb</td>
<td>O</td>
<td></td>
</tr>
<tr>
<td>Crawl</td>
<td>O</td>
<td>12 lbs or less</td>
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<tr>
<td>Squat or Kneel</td>
<td>O</td>
<td>13-25 lbs</td>
</tr>
<tr>
<td>Bend</td>
<td>F</td>
<td>26-40 lbs</td>
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<tr>
<td>Grasp</td>
<td>F</td>
<td>41-100 lbs</td>
</tr>
<tr>
<td>Speak</td>
<td>F</td>
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Other Physical Requirements

- Vision

WORK ENVIRONMENT

Health center environment; possible exposure to airborne and/or bloodborne pathogens.

Prepared by: [Signature] Date: 11/28/16

Director of Operations: [Signature] Date: 11-28-16

Employee: [Signature] Date: 

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee’s ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.