

Health: Pharmacy Technician Progression

These generic job title summaries are intended to indicate the kinds of tasks and levels of work complexity that will be required of positions classified to any of these titles and are not intended to be construed as declaring the specific duties and responsibilities of any particular position. The use of particular expressions or illustrations describing functions within a specific job title does not exclude other duties of a similar kind and/or level of complexity. Positions are classified to a particular job title based upon the predominant level of expected work complexity.

GENERIC JOB PROFILE SUMMARIES

Pharmacy Tech II INDIVIDUAL CONTRIBUTOR	Pharmacy Tech III INDIVIDUAL CONTRIBUTOR	Pharmacy Tech IV INDIVIDUAL CONTRIBUTOR
Provide frontline customer service; maintain and verify required patient information and signature logs as required by State and Federal regulations.	Coordinate the operation of the Pharmacy; including staff work schedules and assignments, ensuring customer service and quality control by address customer questions and concerns.	Operation of pharmacy compliance with regulations, customer service to clinicians, students, clients and staff
Answer phones, obtain necessary information, address customer requests; directing medical related questions to Pharmacist or Health Care Professionals.	Serve as Pharmacy liaison with Health Care Professionals, hospitals, departments and services on operational issues to ensure efficient and effective service delivery.	Serve as lead with Health Care Professionals, hospitals, departments and services on operational issues to ensure efficient and effective service delivery.
Assist Pharmacist in medication preparation for dispensing, for both hospitalized patients and out- patients which may require mail, FedEx and UPS delivery.	Assist Pharmacist in medication preparation; compound non-commercial products such as suspensions, compounded capsules and chemotherapy for dispensing, for both hospitalized patients and out-patients.	Compound suspensions, compounded capsules and chemotherapy for dispensing, for both hospitalized patients and out-patients.
Provide cashiering services for prescriptions and over the counter purchases	Provide cashiering services for prescriptions and over the counter purchases; may need to verify and process prescription claims in electronic system for patients.	Secure financial data and other HIPPA protected information
Record accurate and detailed records regarding medications and controlled substances, in accordance with State and Federal regulatory requirements. Process daily pharmacy paperwork including monthly billing reports.	Oversee and maintain accurate and detailed records regarding medications and controlled substances, in accordance with State and Federal regulatory requirements. Ensure process of pharmacy paperwork including monthly billing reports.	Fully accountable for maintaining accurate records of medications and controlled substances in compliance with state and federal regulations; oversee pharmacy documentation, including billing and I-shop reports, and manage product markups, service fees, and contract pricing updates. May back up the director of pharmacy and pharmacists in ordering schedule II-controlled substances.
Assist with inventory, fill and refill stock orders including controls for hospital units; receive medications and/or supplies; replace brands or	Evaluate and provide for efficient ordering, maintenance and storage of inventory, including equipment, medication, materials and supplies.	Evaluate and optimize inventory ordering, maintenance, and storage for equipment, medication, and supplies by setting PAR levels, preventing

manufacturer changes and pull outdated, damaged and recalled merchandise. Maintain order labels on all new products.		shortages or overstock, and leading bi-annual pharmacy inventories and cycle counts in coordination with accounting to ensure alignment with the general ledger.
Clean, prepare, sterilize, label and maintain adequate level of intravenous fluids and concentrates for making intravenous fluids.	Ensure all instruments are in good working order and properly packaged.	Ensure all instruments are in good working order and properly packaged.
Assist with compiling and provide information in response to requests.	Compile and provide information in response to requests.	Formulate solutions to problems as appropriate; may be responsible for troubleshooting software/hardware difficulties pertaining to any pharmacy application and identifying underlying issues for reporting to vendors.
	Maintain required patient records such as patient allergies, HIPAA, insurance information; may need to contact/communicate with insurance providers regarding eligibility and authorizations.	Partner with other area services to ensure efficient care and hospital operations; maintain required patient records such as patient allergies, HIPAA, insurance information; may need to contact/communicate with insurance providers regarding eligibility and authorizations.
May provide information instruction to third and fourth year students.	May provide information instruction to third and fourth year students.	Provide individual training to all incoming clinicians or staff, provide coaching on proper ordering, documenting, and handling of controlled substances; Collaborates with pharmacy director and Educational Support Services to routinely update mandatory controlled substance training and acts as a collaborator/reviewer for controlled substance related SOPs
	Participate in the interview process and training.	Act as technical and team lead; participate and/or lead the interview process, training, assignment of work and performance evaluations; hires, coaches, manages schedule and timecard approval of student employees in the pharmacy.
	Develop policies and quality assurance programs.	Develop policies, standard operating procedures and quality assurance programs.
	Attend committee and administrative meetings.	Lead and/or actively participate in committee and administrative meetings.
		Serves as the primary contact for compliance with state and federal controlled substance regulations as determined by the NYS Bureau of Narcotic Enforcement (BNE) and U.S. Drug Enforcement Administration (DEA).

JOB FACTOR PROFILE TABLE

FACTOR PROFILE	10686 PHARMACY TECH II, BAND B	11161 PHARMACY TECH III, BAND C	12328 PHARMACY TECH IV, BAND D
MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY	High school diploma and up to 2 years relevant experience or equivalent combination	High school diploma and 2 to 4 years relevant experience or equivalent combination	Associate’s degree and 2 to 4 years relevant experience or equivalent combination.
IMPACT	Extends beyond department	Extends beyond department	Extends beyond department
CONTACTS - INSIDE	Assist others Obtain cooperation for task completion Handle confidential information	Assist others and contribute to work groups Obtain cooperation for task completion Handle confidential information	Assist others and contribute to work groups Obtain cooperation for task completion Handle confidential information
CONTACTS - OUTSIDE	Straightforward business Provide factual information Handle confidential information	Straightforward business Provide factual information Handle confidential information	Straightforward business Provide factual information Handle confidential information
CONTACTS - STUDENTS	Provide information or instruction on policies/procedures	Provide information or instruction on policies/procedures	Provide information or instruction on policies/procedures

FACTOR PROFILE	10686 PHARMACY TECH II, BAND B	11161 PHARMACY TECH III, BAND C	12328 PHARMACY TECH IV, BAND D
SUPERVISION	Students Temporaries On-the-job training	Students Temporaries On-the-job training	Students Temporaries On-the-job training
COMPLEXITY	Entire field tasks	Entire field tasks	Entire field tasks
LEVEL OF DECISION MAKING	Responsible for making routine decisions within limits prescribed by established policies or by supervisor	Responsible for making some decisions which require consideration of various criteria	Responsible for making some decisions which require consideration of various criteria
FREEDOM OF ACTION	General supervision Proceed alone on regular tasks Referring questionable situations to the supervisor	Very general supervision Resolve most questions Accomplish most tasks alone Keep supervisor informed	Very general supervision Resolve most questions Accomplish most tasks alone Keep supervisor informed
SUPPORT SKILLS – WRITING	Limited responsibility, OR is position's area of work	Provide standard responses to inquiries	Provide standard responses to inquiries
SUPPORT SKILLS – COMPUTER	Limited responsibility, OR is position's area of work	Use business or technical programs for data input or word processing to create documents or reports	Use business or technical programs for data input or word processing to create documents or reports
WORKING CONDITIONS	Lift 20 to 50 lbs. Variable working conditions including exposure to conditions which require handling of animals or mildly toxic plants; chemicals or substances requiring careful use; or equipment requiring close attention. Safety gear may be required.	Lift 20 to 50 lbs. Variable working conditions including exposure to conditions which require handling of animals or mildly toxic plants; chemicals or substances requiring careful use; or equipment requiring close attention. Safety gear may be required.	Lift 20 to 50 lbs. Variable working conditions including exposure to conditions which require handling of animals or mildly toxic plants; chemicals or substances requiring careful use; or equipment requiring close attention. Safety gear may be required.