

## **Pharmacy Support Person Job Description**

<b>Name:</b>		<b>Department:</b>	Pharmacy
<b>Title:</b>	Pharmacy Support Person	<b>FLSA:</b>	Non-Exempt
<b>Date:</b>		<b>Reports To:</b>	Pharmacy Manager

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### **PURPOSE OF POSITION**

Under regular supervision, serves patients and customers by obtaining or receiving merchandise, totaling bill, accepting payment, and making change for customers. Places and executes orders and returns. Maintains and stocks supplies on shelves and keeps general appearance of product shelves and store clean and professional.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

The following duties are normal for this position. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

1. Assists patients and customers by running cash register for over-the-counter sales, greeting customers, offering assistance, receiving payments, and providing other services requested by customers. Assists patients via drive-up window to make service more convenient for the customer.
2. Maintains over the counter stock of medications by reviewing shipments for completeness, putting price tags on the products, and placing the items in their appropriate shelf locations.
3. Prepares mail order and delivery prescriptions by contacting the patient, calculating charges, packaging prescription(s), and taking them to the post office for mailing to patient.
4. Places orders for supplies, prepares drug returns and submits data. Receives approval for return from supplier.
5. Keeps product shelves and counters neat and clean and “faces” shelves by moving items to front and arranging and stacking them. Checks items expiration dates and removes expired and short-dated products. Keeps storefront and waiting area neat and clean through cleaning activities as needed.
6. Maintains regular and punctual attendance. Develops courteous and professional relationships with patients, customers, and co-workers.
7. Performs other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

### **QUALIFICATIONS**

Initials: \_\_\_\_\_

*Last Updated July 22, 2021*

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Employee must have a valid driver's license and current car insurance coverage.*

## **EDUCATION and/or EXPERIENCE**

Less than high school education; or up to one month related experience or training; or equivalent combination of education and experience.

## **BOARD OF PHARMACY REGISTRATION**

Pharmacy clerks are required to register with the Iowa Board of Pharmacy for identification, tracking, and disciplinary action. The registration does not assess the individual's competency. Any person not currently registered with the Board as a pharmacy support person must obtain registration prior to commencing employment in the pharmacy. The registration fee must be paid by the employee. Registrations expire on the last day of the birth month of the registrant, every two years. No continuing education is required for registration renewal.

## **LANGUAGE ABILITY**

Strong verbal communication skills. Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

## **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, and use whole numbers, common fractions, and decimals.

## **COGNITIVE DEMANDS**

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

## **PHYSICAL DEMANDS**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to stand; walk; use hands; reach with hands and arms; and talk or hear. The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and distance vision.

## **ENVIRONMENTAL ADAPTABILITY**

*Last Updated July 22, 2021*

Initials: \_\_\_\_\_

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Pharmacy clerks work in clean, well-lighted, and well-ventilated areas
- Exposure to hazardous drugs occurs on a daily basis; compliance with all safety procedures required.
- Standing for extended periods of time is required.
- The noise level in the work environment is usually quiet to moderate.
- Clerks may work evenings, nights, weekends, and holidays. This includes a normal schedule of working hours, but also includes being available in the event of crises, or other emergencies or functions outside the normal scheduled hours.
- The position may include stress due to pressures with dealing with a number of different personalities where patience is required
- Frequent work interruptions may occur

### ACKNOWLEDGEMENT

*I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I understand that this is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts or working conditions associated with the position. While this list is intended to be an accurate reflection of the current position, GRX Holdings, LLC reserves the right to revise the functions and duties of the position or to require that additional or different tasks be performed as directed by GRX Holdings, LLC. I also understand that this position description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and GRX Holdings, LLC has a similar right.*

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Employee's Signature

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Date

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Supervisor Signature

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Date

*GRX Holdings, LLC is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, GRX Holdings, LLC will provide reasonable accommodations to qualified individuals with disabilities and encourages prospective employees and incumbents to discuss potential accommodations with GRX Holdings, LLC.*

Initials: \_\_\_\_\_

*Last Updated July 22, 2021*