

|                          |           |                             |              |                       |                |
|--------------------------|-----------|-----------------------------|--------------|-----------------------|----------------|
| <b>Department/Group:</b> | Pharmacy  | <b>Location:</b>            | Richmond, BC | <b>Position Type:</b> | Part/Full-Time |
| <b>HR Contact:</b>       | Matt Wren | <b>Directly Reports to:</b> | Brian Lee    |                       |                |

## Job Description

### JOB PURPOSE

The purpose of this position is to provide excellent customer service to our patients by assisting our pharmacists with daily operations including reviewing and interpreting prescriptions, detecting therapeutic concerns and completing prescription verifications in accordance with the College of Pharmacists of British Columbia guidelines.

### ROLE AND RESPONSIBILITIES

- Completing prescription checks and verifications as part of daily fulfillment requirements using Kroll paperless workflow for Refilled prescriptions
  - Liaison with prescribers, patients and insurance providers/adjudicators
  - Managing of prescription records
  - Time management to meet end of day shipment pickup and ideal next business day delivery
- Assessing and assisting with other pharmacy/business duties when required
  - Assisting to build company image through collaboration with Plan Sponsor Human Resources
  - Maintaining professional and technical knowledge of registered technician duties

### QUALIFICATIONS AND EDUCATION REQUIREMENTS

- High School diploma or equivalent
- Registered Pharmacy Technician with College of Pharmacists of British Columbia (CPBC) and in good standing
- Hold professional liability insurance in accordance with Health Protection Act Bylaws
- Previous experience in pharmacy and PacMed compliance packaging equipment experience valued asset

### PREFERRED SKILLS

- Motivated, patient and business minded
  - Willingness to work outside of defined role and responsibilities where business demands require to grow business
  - Computer literacy (Kroll experience is an asset)
  - Customer service experience (Fluent English)
  - Initiative and ability to handle stress at peak business periods
  - Effective verbal communicator by telephone and/or written
  - Ability to simplify complicated information
  - Meticulous attention to detail
- Ability to work independently or in a group
  - Exceptional organizational skills and ability to prioritize and multi-task
  - Great problem-solving skills
  - Understanding of business concepts such as cash flow and inventory management
  - Approachable demeanor
  - Punctual and consistent attendance
  - Willing to learn and work in a constantly changing environment
  - Ability to adapt and create unique leading pharmacy services to improve patient care

### WORKING CONDITIONS

The employee will spend the majority of their time in an office environment. The employee must maintain a friendly and calm demeanor when interacting with patients and staff under their responsibility.

### PHYSICAL REQUIREMENTS

This position requires the employee to work at a computer. The employee may be seated for extended periods and/or actively move throughout facility to complete dispensing, checking, shipping and inventory tasks to meet prescription demand.

### ADDITIONAL NOTES

*Additional project-oriented tasks as required*

|              |           |       |           |                  |           |
|--------------|-----------|-------|-----------|------------------|-----------|
| Reviewed By: | Brian Lee | Date: | 14-Dec-20 | Last Updated By: | Matt Wren |
| Approved By: | Matt Wren | Date: | 14-Dec-20 | Date:            | 14-Dec-20 |