



**COQUILLE INDIAN TRIBE
Ko-Kwel Wellness Center**

Job Title: Pharmacy Technician
Department: Pharmacy
Reports to: Pharmacy Director
Location: Coos Bay/North Bend, Oregon
FLSA Status: Non-Exempt, Full-Time
Salary Grade: \$17.14 - \$25.71

This position is a covered position as defined in the Coquille Indian Tribe Chapter 185 Child Protection Ordinance. Candidate must pass a pre-employment drug screen and Criminal and Character Background Check.

JOB SUMMARY OF MAJOR FUNCTIONS

Under the direct supervision of the Pharmacy Manager, the Pharmacy Technician will assist the Pharmacist in the provision of quality pharmaceutical care to all Tribal members, Native Americans, non-native patients of the Ko-Kwel Wellness Center, and other eligible entities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Enter and process patient and prescription information into pharmacy software system, including but not limited to; drug, dosage, directions, allergies and patient demographics.
2. Validate patient eligibility for services and program for which eligible.
3. Process, submit, and problem solve as necessary, prescription orders for third party payment.
4. Process and submit prior authorizations for payment as necessary.
5. Accurately and efficiently assist in preparing prescription orders (counting and labeling) for Pharmacist review.
6. Work collaboratively with PRC and NHG to maximize tribal resources.
7. Contact prescribers for refill authorizations.
8. Communicate with patients, in person and via telephone, on a regular basis regarding the status of their prescription order and other information as requested.
9. Places orders for drugs and supplies.
10. Prepare completed prescriptions for mail order.
11. Assist Pharmacy Clerk as needed and perform clerk duties in their absence.
12. Assist with annual physical inventory of pharmacy.
13. Participate in quality assurance/improvement projects as assigned.
14. Operates cash register and processes credit card payments.
15. Assist with community outreach events.
16. Assist with development and delivery of clinical programs with pharmacy staff.
17. Perform other duties, as assigned.

The above statements reflect the general duties considered necessary to describe the principal functions of the job as identified and shall not be considered as a detailed description of all work requirements that may be inherent in the job. The above statements are intended to describe the general nature and level of work being performed by employee. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required.

PHYSICAL REQUIREMENTS

Requires the ability to communicate orally, repetitive movement of the wrists, hands and/or fingers, often requires walking, standing, sitting for extended periods of time, raising or lowering objects, stooping and occasionally requires lifting up to 25 pounds. The individual must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately without causing a significant safety threat to self or others.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Individuals must possess the following knowledge, skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Knowledge of standard pharmacy technician practices and regulations related to the delivery of pharmaceutical care as set forth by The Oregon Board of Pharmacy, Federal guidelines and Indian Health Service.
2. Knowledge of retail and mail order pharmacy business.
3. Knowledge of Pharmacy Benefit Manager and Third Party Billing.
4. Excellent oral and written communication skills and ability to understand and interpret complex and technical documents.
5. Ability to consistently convey a pleasant and helpful attitude by using excellent interpersonal and communication skills to control sometimes stressful and emotional situations.
6. Ability to operate a pharmacy software system, electronic health records system and/or electronic patient management system.
7. Ability to learn and operate various wholesaler ordering platforms.
8. Ability to operate various small electronic equipment (i.e.: cash register, postage meter)
9. Ability to foster an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the Coquille Indian Tribe.
10. Possess awareness and sensitivity of Indian traditions, customs, and socioeconomic needs and ability to work effectively with diverse cultures.
11. Knowledge of and the ability to maintain strict confidentiality of medical and administrative records adhering to the standards for health record-keeping under HIPAA and Privacy Act requirements.
12. Ability to maintain professionalism, confidentiality, and objectivity under constant pressure and crisis situations.
13. Ability to be precise and pay attention to details in a fast paced environment. Must have acute attention to detail and demonstrate effectiveness in managing multiple work assignments simultaneously, often under strict deadlines. Work accuracy is essential. Works independently, shows initiative and takes ownership of all projects and assignments to achieve positive results.
14. Ability to make decisions independently in accordance with established policy and procedures.
15. Be computer literate. Exhibit a level of computer literacy sufficient to use software such as word processing, spreadsheets, and databases to produce correspondence, documents, and reports.
16. Knowledge of medical terminology.

REQUIRED QUALIFICATIONS

- A. Certified Pharmacy Technician License and Oregon Board of Pharmacy registration required.
- B. One year previous experience as a pharmacy technician required.
- C. Knowledge of 340b and FSS (Federal Supply Schedule) programs preferred.
- D. Computer experience and knowledge of Microsoft Office Suite (Word, Outlook, etc.) required.
- E. Multi-line phone experience preferred.
- F. Demonstrated excellent verbal communication skills and a positive attitude.
- G. Ability to work with a wide variety of people.
- H. Experience with third party billing and PBM requirements preferred.
- I. Current and valid Oregon driver's license in good standing with no insurability issues with the Tribe's insurance carrier is required.

- J. Required to accept the responsibility of a mandatory reporter of abuse and neglect of infants and children, people who are elderly or dependent, individuals with mental illness or development disabilities or residents of nursing homes and other health care facilities. This includes reporting any evidence of physical injury, neglect, sexual or emotional abuse or financial exploitation.
- K. First Aid/CPR certification required or ability to obtain within 90 days of employment.