Job Title: **Pharmacy Technician**
Department: Pharmacy
Reports to: Pharmacy Manager
FLSA Status: Non-Exempt
Salary Grade: $22.34-$31.28
Location: Coos Bay/North Bend, Oregon

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 assists the Pharmacy Manager and Pharmacist(s) in the provision of high level pharmaceutical care to eligible patients of the Coquille Indian Tribe Pharmacies. Pharmacy Technicians are responsible for providing a professional and friendly customer experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Enters and processes patient and prescription information into pharmacy software system, including drug, dosage, directions, allergies, and patient demographics.
2. Verifies patient eligibility for services and programs including 340B and Federal Supply Schedule (FSS) programs.
3. Processes and submits prescription orders for third party payment.
4. Must have the ability to clearly identify what requests and questions may be appropriately addressed by a Pharmacy Technician and when they must be forwarded to a Pharmacist.
5. Must have a working knowledge and understanding of Oregon Board of Pharmacy rules and regulations guiding Pharmacy Technician work responsibilities and limitations.
6. Notifies prescriber when prior authorizations for payment are necessary.
7. Accurately and efficiently prepares prescription orders for Pharmacist review, including typing, processing, submitting, counting, and labeling. Identifies medications needed to fill “IOU” prescriptions and separates to complete prescriptions and order needed medication.
8. Ensures compliance with 340B Drug Pricing Program requirements for eligible prescriptions; reviews provider visit date, referrals, and chart notes from outside providers for each dispensed 340B prescription consistent with KWC HWD Chapter 7 Pharmacy policies and procedures.
9. Works in conjunction with PRC and Nasomah Health Group to optimize Tribal resources.
10. Participates in KWC meetings as required.
11. Contacts prescribers for refill authorizations.
12. Communicates with patients, in-person and via telephone, on a regular basis regarding the status of their prescription orders.
13. Places orders for drugs and supplies as needed. Unpacks and separates received drug orders.
14. Prepares completed prescriptions for shipping and sells prescriptions at point of sale.
15. Assist Pharmacy Clerk as needed and perform clerk duties as needed to support Pharmacy Operations.
16. Assists with quarterly controlled substance inventory and annual physical inventory of pharmacy.
17. Participates in quality assurance/improvement projects as assigned.

18. Operates cash register and processes credit card payments.
19. Uploads and submits invoices electronically for payment by Finance Department.
20. Performs cross-coverage to other pharmacy technicians as needed to ensure all pharmacy operations are completed in a timely fashion.
21. Participate in community health events, staff and committee meetings as requested
22. Assists Pharmacy Manager and Pharmacist(s) with development and delivery of clinical programs
23. Manages outgoing mail; operates postage meter; weighs and applies postage to packages.
24. Answers incoming telephone calls, determines purpose of call, and responds or forwards calls to appropriate personnel, ensuring professional telephone etiquette.
25. Process demographic update emails to ensure pharmacy records are current and accurate. Identify eligible candidates to utilize the CIT Pharmacies.
26. Effectively communicate with KWC team members to meet patient needs.
27. Assist with processing outdated returns to reverse distribution vendor
28. Process third party payment checks in pharmacy operating system and deposit checks.
29. Assist with quarterly 340B audits and other reporting as requested.
30. Transport prescriptions to the post office for mailing as needed.
31. Performs 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 and standing for extended periods of time, raising or lowering objects, stooping, kneeling, crouching, or crawling, and occasionally requires lifting up to 25 pounds. Requires occasional sitting and climbing or balancing. Work is generally performed in a pharmacy/office setting. Work involves exposure to hazardous materials, infectious disease, and potentially high risk/dangerous situations.

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, state and federal guidelines, and Indian Health Service.
2. Knowledge of retail and tribal pharmacy business.
3. Knowledge of Pharmacy Benefit Managers 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.
14. Works independently, shows initiative and takes ownership of all projects and assignments to achieve positive results.
15. Ability to work collaboratively with a team.
16. Ability to make decisions independently in accordance with established policy and procedures.
17. 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.
18. Knowledge of medical terminology.

QUALIFICATIONS

1. Current Certified Oregon Pharmacy Technician License issued by the Oregon Board of Pharmacy required.
2. Current National Pharmacy Technician Certification from the Pharmacy Technician Certification Board (PTCB) or National Healthcareer Association (NHA) or ability to demonstrate the national pharmacy technician certification examination has been passed.
3. One (1) year previous experience as a pharmacy technician preferred.
4. Ability to consistently provide a professional and positive customer experience required.
5. Ability to work effectively in a fast-paced pharmacy environment while maintaining prescription accuracy required.
6. Knowledge of 340B and Federal Supply Schedule (FSS) programs preferred.
7. Computer experience and knowledge of Microsoft Office Suite (Word, Outlook, etc.) required.
8. Experience using electronic health record (EPIC) preferred
9. Multi-line phone experience preferred.
10. Demonstrated excellent verbal communication skills and a positive attitude required.
11. Ability to work with a wide variety of people required.
12. Experience with third-party billing and PBM requirements preferred.
13. Current and valid Oregon driver's license in good standing with no insurability issues with the Tribe's insurance carrier is required.

14. 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.
15. First Aid/CPR certification required or ability to obtain within 90 days of employment.