SENIOR PHARMACY TECHNICIAN

DEFINITION
Under general supervision, coordinates, leads and performs specialized clerical and technical pharmacy support work; trains, schedules and coordinates the work of subordinate clerical and technical staff; coordinates complex clerical and administrative functions pertaining to inventory management, data maintenance/reporting, record keeping, facility maintenance, and other areas; assists professional staff with the preparation and filling of prescriptions for inpatients and outpatients as well as the preparation of routine intravenous solutions and admixtures; monitors and re-supplies floor stock; maintains and updates patient medication files; and performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS
This is the advanced journey level class in the Pharmacy Technician Series. Incumbents in this class lead and perform specialized pharmacy-related clerical and technical work that requires knowledge of methods and terminology used in the medical/pharmaceutical profession. Incumbents work under the direct supervision of a registered pharmacist as provided by section 4115 of the California Business and Professions Code. A Pharmacy Technician performs “non-discretionary tasks” that do not require the professional judgment of a pharmacist. Work performed by a Pharmacy Technician, such as filling a prescription or assisting with the maintenance and manufacturing of intravenous solutions, is reviewed and authorized by the pharmacist. Positions may be assigned to provide inpatient hospital, institutional or outpatient pharmacy services.

This class may be distinguished from the lower-level class of Pharmacy Technician because the latter is the full working level class in the series where incumbents perform the full range of journey-level technical duties pertaining to technical pharmacy support work.

EXAMPLES OF DUTIES
Nothing in this specification restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

1. Coordinates and oversees one or more complex clerical and administrative pharmacy functions in order to relieve professional pharmacist staff of such work; provides advanced technical expertise and coordination of procurement, data maintenance, records management, facility maintenance, and/or other administrative support activities.

2. Coordinates procurement and inventory activities to ensure that pharmacy stocks are maintained; monitors stock on hand; identifies and returns overstocks; removes expired or recalled items and updates system records; contacts vendors regarding the availability of needed items; initiates orders for regular and special order items; locates special need items and arranges deliveries for critical situations; inputs daily drug orders for inpatient and/or outpatient needs; receives and shelves new stock; monitors account balances; initiates blanket purchase orders and fund transfers as needed.

3. Coordinates and performs advanced data maintenance and reporting activities to ensure appropriate record keeping; enters new patients and medications into the system; evaluates par levels and makes adjustments as necessary; helps maintain formularies and drug dictionaries; helps maintain billing codes; prepares routine and special reports and queries.

4. Ensures the cleanliness of assigned work areas to meet standards and requirements; monitors work unit cleanliness and establishes unit inspection schedules.
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5. Trains and monitors the work of subordinate clerical and technical employees so that they are able to perform assigned duties; identifies individual training needs and reports to supervisor; directly provides training regarding processes and techniques within assigned area; prepares employee work and vacation schedules; serves as a resource for the more complex technical pharmacy issues and questions.

6. Leads and coordinates special technical projects as assigned; assists in compiling and reporting patient information on allergies or for specialized medications, protocols or programs.

7. Accepts prescriptions, researches and verifies patient insurance and prescription information, and enters data into computer systems to facilitate the processing and filling of prescription requests; transcribes and enters orders into the computer system; identifies orders not on formulary; notifies pharmacist of formulary, drug interaction or other problems identified by the computer system; initiates billing of drugs to patient’s account.

8. Assists pharmacists with the filling of prescriptions to relieve them of routine clerical and technical duties; selects proper drug and places in container in quantity and strength prescribed; applies labels; selects unit doses and places in cassettes for pharmacist review; compounds simple ointments and solutions.

9. Sets up and assists with the preparation of intravenous solutions, respiratory drugs, admixtures, hyperalimentation solutions and intravenous additives in order to relieve professional staff of the more routine tasks; selects correct drugs and solutions; ensures proper mixing or connection; labels and notes storage conditions and precautions; calculates medication titrations; uses aseptic techniques.

10. Monitors the storage of all drugs and pharmaceuticals, including narcotics, to ensure their security and proper distribution; prepares drug dispensing forms; assists in maintaining patient profiles; maintains records of patient discharge, transfer slips, charge documents and medication administration documentation; maintains drug dispensing, return and destruction records.

11. Fills clinic orders within limits of authority; reviews orders with patient care staff to clarify or correct discrepancies.

12. Delivers medication to inpatient units as authorized; reviews medication orders with patient care staff and corrects discrepancies.

13. Assists outpatients at the counter to provide excellent customer service; verifies identity, provides refill medications and collects co-payments.

14. Performs other related duties as assigned.

QUALIFICATIONS
A combination of experience, education, and/or training which substantially demonstrates the following knowledge, skills and abilities:

Knowledge and Skills

Thorough knowledge of:

1. Administrative methods and procedures pertaining to a hospital pharmacy.
2. Current methods and procedures of dispensing prescriptions and stocking pharmaceutical preparations.
3. The appropriate preparation of intravenous additive mixtures.
4. Unit dose medication distribution systems.
5. Drugs, chemicals and pharmaceutical supplies required of a hospital pharmacy.
6. Standards, ethics, laws and regulations governing the practice of pharmacy, including Joint Commission (JCAHO) standards.
7. Principles of providing customer service to patients in a health care environment.
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**Working knowledge of:**
1. Principles and practices of leadership and training.
2. Different pharmacy practice settings.
3. Safety policies and procedures as they relate to a pharmacy.
4. Basic principles of mathematics.

**Some knowledge of:**
1. Computer applications related to a pharmacy.

**Skill and Ability to:**
1. Coordinate and oversee complex clerical and administrative activities within a pharmacy setting.
2. Lead, schedule and monitor the work of subordinate clerical and technical employees.
3. Identify and employ pharmaceutical and medical terms, abbreviations and symbols commonly used in prescribing, dispensing and record keeping of medications.
4. Carry out calculations required for common dosage determination, employing both the metric and apothecary systems.
5. Identify drugs, drug dosages, routes of administration, dosage forms and storage requirements.
6. Perform the manipulative and record-keeping functions involved in and related to dispensing prescriptions.
7. Perform procedures and techniques relating to manufacturing, packaging and labeling of drug products.
8. Understand and follow oral and written instructions.
9. Maintain safe working conditions by complying with established safety policies and procedures.
10. Operate a personal computer.
11. Maintain records and compile statistics.
12. Communicate clearly and concisely, both orally and in writing; prepare reports and other written communications.
13. Work with professional pharmacy staff and others to ensure complete and accurate pharmacy results and optimal reimbursement for pharmacy work performed.
14. Read and understand complex job-related material.
15. Provide sensitive and competent service to customers who may be anxious or in substantial distress.
16. Establish and maintain cooperative working relationships with others including physicians, nurses, administrators, managers, vendors, and other health care industry personnel.

**REQUIRED CONDITIONS OF EMPLOYMENT**
As a condition of employment, the following are required"

**Mandated Requirements**
- Pursuant to Title 16, Section 1793 of the California Code of Regulations, possession of a valid certificate of registration as a Pharmacy Technician issued by the State of California Board of Pharmacy is required.

**Other Requirements**
- Possession of a valid Class C driver’s license, (or) the employee must be able to provide suitable transportation that is approved by the appointing authority.

**EXAMPLES OF EXPERIENCE/EDUCATION/TRAINING**
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Any combination of training, education and/or experience which provides the knowledge, skills and abilities and required conditions of employment listed above is qualifying. An example of a way these requirements might be acquired is:

**Experience:**
- Three years of experience working as a registered Pharmacy Technician in an acute care hospital.

**Education:**
- Completion of a recognized Pharmacy Technician training program.

**Substitution:**
- One additional year of experience as a registered Pharmacy Technician may substitute for the above-required education.

**PHYSICAL AND SENSORY REQUIREMENTS**
The physical and sensory requirements for this classification include:

1. Ability to sit or stand for extended periods of time while serving customers at the counter.
2. Ability to frequently lift pharmacy supplies and equipment weighing up to 25 pounds.
3. Ability to read patient and pharmaceutical information on papers, computer screens and containers; ability to use a computer screen on a constant basis; ability to distinguish colors such as those pertaining to different pharmaceuticals.
4. Ability to perform repetitive motions pertaining to drug dispensing and related activities; ability to write, operate a computer keyboard and finely manipulate small objects.
5. Ability to hear normal speech when talking to patients and staff; ability to hear and talk on the telephone and in person.
6. Ability to concentrate and make decisions; ability to provide services to people who are anxious and/or under substantial stress.
7. Ability to work in an environment that has frequent risk of exposure to hazardous materials and sharp objects.

**CLASS HISTORY**

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Prepared by: CPS
Approved by:

____________________________________
NMC Human Resources Administrator or County Administrative Office

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Date