

## JOB DESCRIPTION

Job Classification: Pharmacy Receptionist (Assistant)

Reports to: Assistant Pharmacy Director

Supervises: None

Last reviewed: 11/07/2024

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### POSITION PURPOSE:

The Pharmacy Assistant's primary job function is to perform duties under the supervision of the pharmacist related to the ordinary operations of the pharmacy.

### MINIMUM QUALIFICATIONS:

**Education:** High School Diploma or GED

**Licensure/Certification:** Washington State Pharmacy Assistant License upon hire.

**Experience:** Previous experience in customer service, ideally in a healthcare or pharmacy setting. (Previous experience as a pharmacy assistant; previous experience in multi-tasking; Previous experience in a customer service setting. Bilingual in English and Spanish preferred.)

### **Equipment/Skills:**

- Strong oral and written communication skills as well as excellent customer skills.
- Computer literate.
- Excellent organizational skills and attention to detail.
- Ability to handle multiple tasks and prioritize effectively in a busy environment.
- Knowledge of pharmacy products and services, or willingness to learn.
- Ability to maintain patient confidentiality and adhere to HIPAA and other regulatory standards.

**Physical demands:** Ability to physically perform the functions of the job, including sitting, standing, walking, lifting, carrying, bending, and reaching with or without reasonable accommodation.

**Status Classification:** Hourly- Non-Exempt

PRIMARY JOB RESPONSIBILITIES:

- A. Answer phone calls, address inquiries, and direct patients to appropriate services or staff.
- B. Manages prescription intake, including verifying patient information and prescription details.
- C. Update patient profiles in the pharmacy's system, ensuring accuracy.
- D. Assist with managing medication refills.
- E. Communicating effectively with pharmacists, pharmacy technicians, and other healthcare providers to ensure timely dispensing and patient care.
- F. Participates in quality assurance programs and projects supporting the vision and mission of the pharmacy and clinic.
- G. Performs other related duties as assigned. Standards:
  - Follows guidelines established at time of assignment.
  - Accepts assignments willingly.
  - Prioritizes workload to ensure timely completion of assignment.
  - Asks appropriate clarifying questions relative to scope of assignment.

ACKNOWLEDGMENT:

I have read and understand the above Job Description and agree with it.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date