Employee Job Description		
Position Title: Pharmacy Technician		
Position ID#		
Facility: St. Croix Tribal Health Clinic		
Job Family: Health and Human Services	**Pay Rate**: $20-$25 per hour	**Status**: Full Time

St. Croix Chippewa Indians of Wisconsin Leadership will strive to uphold the mission, vision, and values of the organization. They will serve as role models for staff and act in a people centered, service excellence-focused and results oriented manner.

Position Summary:

This position reports to the Director of Pharmacy and is responsible for all technical duties associated with pharmacy practice. The pharmacy technician will assist the pharmacists with patient communication, dispensing medications, inventory management, and billing procedures.

Duties and Responsibilities:

- Receive prescription fill requests from patients and caregivers in-person or via telephone
- Enter and process new and refill prescriptions electronically
- Troubleshoot and resolve pharmacy billing issues (e.g. claim rejections)
- Verify insurance information using internal and external resources
- Accurately select and count, pour, or package medications pursuant to prescription orders
- Complete prescription check-out transactions at point-of-sale
- Greet patients and answer questions
- Initiate and/or complete prior authorizations as appropriate for non-covered or non-preferred medications
- Support inventory management efforts by ordering and stocking medications, and arranging returns as needed
- Coordinate synchronized medication filling using available pharmacy software
- Utilize automated dispensing equipment for adherence packaging
- Reconcile pharmacy third party payments and address unpaid claims
- Assist the pharmacists and/or Pharmacy Director with ongoing quality improvement or service expansion projects
- Assist with quality assurance audits relating to requirements of the 340B Drug Pricing Program
- Prepare prescriptions to be mailed out and/or delivered as requested
- Stock pharmacy supplies such as vials, bags, paper, and prescription labels
- Comply with all security and training requirements
- Undertake administrative tasks as assigned by Pharmacy Director from time to time
- Attend trainings online or in-person as delegated and approved by supervisors

Position Qualifications:

- CPhT certification from the Pharmacy Technician Certification Board (PTCB)
- Knowledge and competency in HIPAA privacy requirements
- Experience working in a retail pharmacy environment
- Understanding of Medicare Part B DME billing practices
- Highly trainable and willing to learn a wide variety of pharmacy technical skills
- Excellent organizational skills and attention to detail
- Excellent verbal and written communication skills
- Typing skills and computer literacy
- Ability to perform applicable arithmetic calculations accurately
- Willingness to independently troubleshoot issues in real time
- Ability to communicate effectively with a variety of clinic personnel
- Displays a patient, tactful, and enthusiastic disposition, as well as the ability to handle difficult patients
- Must pass pre-employment drug testing
- Valid driver's license
- Comes to work as scheduled and consistently demonstrates dependability and punctuality

Physical Demands/Environment Factors:

- Requires extensive standing or walking with periodic sitting.
- May be required to lift up to 50 pounds.
- Requires significant use of computer, phone and general office equipment.
- Needs adequate visual acuity, ability to grasp and handle objects.
- Need ability to communicate effectively through reading, writing, and speaking in person or on the telephone.
- May require off-site travel.

*The qualifications and specifications mentioned above are intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control he work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

Native American Preference Given in Accordance with P.L. 93-638 and Amendments

EEPID	Employee Printed Name	Employee Signature	Date

Supervisor Printed Name	Supervisor Signature	Date

*These are expected to be updated regularly as responsibilities come and go, and will be used to notify employee annually. All signatures are required.