Employee Job Description		
Position Title: Pharmacy Technician		
Position ID #		
Facility: Siren Pharmacy and St Croix Tribal Health Clinic		
Job Family: Health Services	**Comp Grade:** GS-0661 GS2/3	**Status:** Full Time
Posting Date: 11/3/26	**Closing Date:** 11/17/26, or until filled	

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 is primarily stationed at Siren Pharmacy but will be expected to staff at the Hertel Clinic Pharmacy location if needed for staffing coverage. This position reports to the Pharmacist on duty and the Pharmacy Director 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.

Pharmacy Technician Job Duties:

- Receive prescription fill requests for 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, count, pour, or package medication pursuant to prescription orders
- Complete prescription check-out transactions at point-of-sale
- Create a welcoming environment by greeting patients and answering questions in-person and over the phone
- Maintain a positive and uplifting work environment
- 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
- Undertake other tasks under the direction of a pharmacist to provide excellent customer service and ensure the pharmacy runs smoothly
- Perform administrative and clerical tasks as assigned by the Pharmacy Director including but not limited to financial reports, record keeping, vouchering, scheduling
- Assist with quality assurance audits relating to requirements for the 340B Drug Pricing Program and third-party payers
- Prepare prescriptions to be mailed out and/or delivered as requested
- Deliver prescriptions to patients and satellite clinics
- Stock pharmacy supplies such as vials, bags, paper, and prescription labels
- Comply with all security and training requirements
- Attend trainings online or in-person as delegated and approved by supervisors

Note: The essential functions are intended to describe the general contents of and requirements of this position and are not intended to be an exhaustive statement of duties. Specific tasks or responsibilities will be documented as outlined by the incumbent's immediate manager.

Type of Supervisory Responsibilities: N/A

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Directly Reporting to: Pharmacy Director

Matrix of INDIRECT Reporting: Health Division Head

Scope and Complexity:
Interacts with all levels of management and employees; often trusted with maintaining confidentiality and relaying highly sensitive information, and appropriate application of business operations and practices.

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 personal 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.

Minimum Qualifications:

- Must attain CPhT certification from the Pharmacy Technician Certification Board (PTCB) within 2 years of hire
- Knowledge and competency in HIPAA privacy requirements
- Experience working in a retail pharmacy or clinical environment
- Highly trainable and willing to learn a wide variety of pharmacy technical skills
- 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 clinical 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

Preferred Qualifications:

- CPhT certification from the Pharmacy Technician Certification Board (PTCB)
- 2 years of experience in a retail pharmacy setting
- Understanding of Medicare Part B DME billing practices

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

The offer is conditional based on confirmation that the candidate meets all specific criteria required (background check, driver's insurability verification, references, identity verification, and other applicable requirements).