

Class Title: Pharmacy Technician

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Assists the pharmacist, under direct supervision, in the practice of Pharmacy. Performs assigned pharmacy duties with an emphasis on accuracy, timeliness, and patient safety. Prepares, packages, and distributes medications. Performs clerical duties related to the operation of a pharmacy and performs other related duties as required.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code		ESSENTIAL FUNCTIONS
1	L	Assists the pharmacist in preparing medications and filling prescriptions by retrieving, counting, and pouring pharmaceutical drugs, correctly labeling containers, and accurately documenting pharmacy activities.
2	L	Maintains medication inventory by checking stock to determine inventory level, anticipating needed medications and supplies, and removing outdated drugs from stock.
3	S	Prepares and maintains well-documented pharmacy records.
4	L	Packages medications as unit-dose and take-home items for delivery or self-administration.
5	L	Ensures pharmacy areas and medication storage areas are maintained in a safe, clean, neat, and orderly condition by complying with procedures, rules, and regulations.
6	S	Provides excellent customer service and communicates effectively with pharmacists, nurses, physicians, and other staff.
7	S	Participates in audits of pharmacy operations, projects to improve pharmacy operations, and the development and monitoring of pharmacy policies and procedures.
8	L	Ensures the security of pharmacy work areas is maintained at all times.
9	S	Protects patients and employees by adhering to infection-control policies and protocols. Reports any unsafe equipment or practices.
10	S	Remains cognizant of and compliant with changes in pharmacy laws, regulations, and practices applicable to Norfolk CSB pharmacy practices.

CLASS REQUIREMENTS:

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Formal Education / Knowledge	Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two-year associate's degree, diploma or equivalent from a college, technical, business, vocational, or correspondence school. Appropriate certifications may be awarded upon satisfactory completion of advanced study or training.
Experience	One year of experience preferred. Experience may include experience acquired in an educational setting or internship.
Certifications and Other Requirements	Requires a current unrestricted Virginia Pharmacy Technician registration and must achieve current certification in basic first aid and CPR.
Reading	Work requires the ability to read physician's orders, medication labels, forms, reference materials, periodicals, policies and procedures, and correspondence.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication, and division.
Writing	Work requires the ability to compose medical record progress notes, correspondence, and presentations.
Managerial	Managerial responsibilities include monitoring the ordering, delivery, storage, packaging, and dispensing of medication, managing multiple work priorities, efficiently completing tasks, formulating educational presentations, and independent decision-making.
Budget Responsibility	Not applicable.
Supervisory / Organizational Control	Not applicable.
Complexity	Work requires analysis and judgment in accomplishing diversified duties. Work requires the exercise of independent thinking within the limits of policies, standards, and precedents.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision-making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies, or products. Meetings and discussions may be conducted with pharmacists, patients, nurses, physicians, and other staff.

CSC Adopted: July 2018

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time		L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	F	Medication processing, pharmacy activities, filing, copier, fax machine
Sitting	F	Computer, desk work, answering telephone, meetings
Walking	F	Retrieving supplies, retrieving documents, to and from office equipment
Lifting	O	Supplies, files, medications
Carrying	O	Supplies, files, medications
Pushing/Pulling	R	Medication cart, file cabinet drawers
Reaching	O	Supplies
Handling	O	Supplies, files, medication
Fine Dexterity	O	Computer keyboard, telephone keypad, fax machine, writing, dispensing medication
Kneeling	R	Filing in cabinet drawers, storing, and retrieving supplies
Crouching	N	
Crawling	N	
Bending	O	Storing and retrieving supplies, filing in cabinet drawers
Twisting	O	Storing and retrieving supplies
Climbing	N	
Balancing	N	
Vision	C	Computer, desk work, reading, medication preparation
Hearing	C	Staff, supervisor, telephone
Talking	F	Staff, supervisor, telephone
Foot Controls	N	
Other (specify)	N	

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MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Medication preparation, counting, and packaging equipment; medical supplies, fax machine, computer, laser or inkjet printer, Standard Microsoft Windows and Office software.

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	N
Chemical Hazards	N	Extreme Temperatures	N
Electrical Hazards	N	Noise and Vibration	N
Fire Hazards	N	Fumes and Odors	N
Explosives	N	Wetness/Humidity	N
Communicable Diseases	N	Darkness or Poor Lighting	N
Physical Danger or Abuse	N		
Other (see 1 below)	D		

PRIMARY WORK LOCATION	
Office Environment	D
Warehouse	N
Shop	N
Vehicle	M
Outdoors	N
Other (see 2 below)	D

- (1) Medications
- (2) Pharmacy; Medication Room; Nursing Station; Medical Clinic

PROTECTIVE EQUIPMENT REQUIRED:

Gloves, goggles, eyewear.

NON-PHYSICAL DEMANDS:

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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	O
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	R
Other (see 3 below)	N

(3)