

MANITOBA START JOB OPPORTUNITY BROADCAST (J.O.B.) ADVERTISEMENT

POSITION	PHARMACY ASSISTANT
JOB NUMBER	3519
NUMBER OF POSITION/S	1
NOC CODE	3414
CLOSING DATE	No Closing Date
LOCATION	Winnipeg, MB
ACCESSIBLE BY TRANSIT	No
HOURS PER WEEK	40
HOURLY WAGE RANGE	TBD
JOB TERMS	Full time
JOB DUTIES	<ul style="list-style-type: none"> - Greet customer promptly and gather prescription information according to Standard Operating Procedures - Perform duties in priority according to Role assigned on Role Assignment Schedule - Refer to the pharmacist all clinical inquiries, for example, those related to medication purpose, use and recommendations (including prescriptions, OTC s, and restricted sale products); diseases and conditions; professional fees; and other inquiries as required by law or company policy - Set realistic customer expectations as to wait times and effectively communicate the time to the customer - Locate and cash out prescriptions and any ancillary items, according to Standard Operating Procedures - Provide accurate information in response to customer inquiries (e.g. store policies, Loyalty), according to Standard Operating Procedures. Resolve customer issues according to established standards, ensuring appropriate intervention by the pharmacist - Draw customer attention to literature or information as required - Ensure customers requiring counseling (OTC or Rx as defined by operating standards and/or legal policies) are referred to the pharmacist in a timely and appropriate manner. - Maintain and control the cash register in the dispensary in accordance with cash handling policies and procedures - Managing customer inquiries both in person and over the phone - Adhere to all confidentiality and privacy requirements <p>Administration:</p> <ul style="list-style-type: none"> - Receive new and repeat prescription orders in accordance with Standard Operating Procedures - Prepare and submit orders (e.g. medications, OTC's, special orders) with the exception of controlled drugs and narcotics

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JOB DUTIES

- Adjudicate third party billing, online and manage manual Third-Party Accounts, collecting outstanding monies from customers where necessary
- Answer telephone, ensuring that appropriate telephone etiquette is observed at all times and referring to a pharmacist when necessary
- Manage incoming faxes according to Pharmacy Standards of Practice
- Assist pharmacist in coordinating call backs
- Identify patients who are candidates for pharmacy services where appropriate and provide administrative support to the Pharmacist
- Contact physicians offices as needed (e.g. for special authorization requests etc.) and maintain all relevant documentation
- Accurately file completed documentation as per Pharmacy Standards of Practice, in a timely and organized manner
- Generate reports as required

Front Shop Merchandising Duties:

- Ordering and maintaining non-prescription merchandise in the dispensary, including stock rotation and the management of expired product
- Assist with opening/closing the lock and leave panels/gates
- Assist in removing and replacing patient education and health-related signage

Prescription Workflow:

- Assist in prescription preparation to company's standards and professional services
- Data entry for new prescriptions, and managing refill request processing, adjudicate claim to Third Party payor in accordance with the Pharmacy Standards of Practice; Review and adjust third party adjudication records
- Select medications to fill prescriptions according to Pharmacy Standards of Practice and preferred brand selection
- Efficiently count or measure, package, and label prescriptions, as per Pharmacy Standards of Practice, ensuring all relevant information and documentation is complete
- May be required to mix, reconstitute, or compound prescriptions, as directed and supervised by the pharmacist
- Accept written prescription or refill requests from customers in person or via telephone
- Accurately enter and maintain appropriate data within the applicable Pharmacy systems
- Resolve technical issues by contacting IT Service Desk or Third-Party adjudicators as required
- Ensure prescriptions are prioritized correctly in accordance with workflow
- Gather pertinent communication pieces for inclusion with prescription

Inventory Management:

- May be required to perform inventory management, under the direction and supervision of the pharmacist
- Maintain proper storage of medications within the pharmacy according to 5S principles
- Ensure stock bottles are put away in accordance with established workflow
- Maintaining perpetual inventory system in Kroll and Health Watch Next Generation/Delta

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JOB DUTIES	<ul style="list-style-type: none"> - Ensure regular replenishment of pharmacy drugs and supplies i.e. BTC and special order - Unpack and receive pharmacy totes inside pharmacy in a secure environment - Ensure narcotic inventory is detail received and records updated under the direct supervision of a Pharmacist - Put away received pharmacy inventory in appropriate location in accordance with established workflow - Manage customer returns and expired products in accordance with established disposal protocol (e.g. Stericycle One Box) - Prioritize recalls and immediately isolate product; quarantine until details of the recall are provided - Ensure stock rotation is completed and expired product is removed from the shelf and returned in accordance with standard operating procedures - Management of preferred generic product e.g. PGL or DSP - Perform cycle counts in accordance with Standard Operating Procedures-
QUALIFICATIONS, REQUIREMENTS & SKILLS	<ul style="list-style-type: none"> - High School Diploma - Diploma from a Pharmacy Assistant credited course preferred - Previous Pharmacy Experience preferred - Retail Experience an Asset - Exceptional customer service skills with a talent for building customer loyalty - Effective communication skills - MS Office - Effective organizational skills, ability to multi task - Problem Solving Skills - Strong attention to detail
OTHER DETAILS	<p>General/Other Duties include:</p> <ul style="list-style-type: none"> - Provide support and assistance to the Pharmacist(s) as required, ultimately with a view to enhancing the Pharmacist/customer relationship - Maintain professional image (dress code) and conduct at all times - Promote marketing programs as appropriate and required - Regularly read and action/implement view communication vehicles (e.g. Communication Binder, Communication Board) - Ensure proficiency with Pharmacy Systems - Follow Standard Operating Procedures and Pharmacist direction, and adhere to all legal requirements, including provincial and federal regulations and bi-laws - Comply with all established loss prevention policies and procedures - Maintaining cleanliness of work space according to 5s principles
APPLICATION PROCESS	<p>Send targeted resume Apply through your CC</p>
APPLICATION DETAILS	<p>Please kindly send your TARGETED resume to your CAREER COACH via e-mail. Please indicate the job number and the title in your application</p>
JD	<p>Aykut Guney</p>