AUBURN
Human Resources

Tech IV, HCOP Pharmacy

Job Description

JOB INFORMATION

Job Code	EA18
Job Description Title	Tech IV, HCOP Pharmacy
Pay Grade	HW06
Range Minimum	$39,480
33rd %	$46,050
Range Midpoint	$49,340
67th %	$52,630
Range Maximum	$59,210
Exemption Status	Non-Exempt
Organizational use restricted to the following divisions	150 College of Pharmacy
Approved Date:	1/21/2026 3:17:57 PM

JOB FAMILY AND FUNCTION

Job Family:	Health & Wellness
Job Function:	Pharmacy

JOB SUMMARY

Under general supervision of a Pharmacist, the Harrison College of Pharmacy (HCOP) Pharmacy Technician IV provides complex skilled and technical assistance in pharmacies operated by the Harrison School of Pharmacy to include dispensing prescriptions, providing customer service to patients, resolving complex issues, and managing and overseeing others in maintaining inventory.

RESPONSIBILITIES

- Assists a registered pharmacist in dispensing prescriptions to patients to include receiving prescription refill requests and new prescription requests, verifying that information is accurate, and entering prescription information into computer database accurately and efficiently.
- Provides customer service by responding to routine inquiries concerning prescriptions, prescription insurance coverage, and pharmacy prescription records. Forwards complex issues to supervisor.
- Manages and oversees others in maintaining pharmacy inventory in roles to include ordering medications, receiving medications, verifying medication shipments, approving invoices, stocking, checking for outdated medication currently in inventory, supervision and delegation assignments to others.
- Maintains and stocks automated dispensing machines.
- Performs payment processing, cashier functions, and financial reporting including daily transactions, opening and closing cash register, end of day financial reporting and troubleshooting of issues that arise in daily activities at an expert level.
- Executes expert-level troubleshooting of pharmacy software, reporting, and related technology including insurance rejections, software or hardware malfunctions and new technology implementation. Is an on-site expert for all new technology platforms implemented in their area.
- Completes continuing education and required job training courses pertinent to the position.
- Provides unit-level oversight and training over assigned pharmacy processes.
- Provides advice and consultation to supervisors and managers regarding internal policies, procedures, and practices.
- Leads and assists in developing or modifying processes based on unit objectives and feedback from employees and management. Trains others in new process implementation.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	May supervise employees but supervision is not the main focus of the job.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
High School Diploma or GED	High School Diploma or equivalent.	and	6 years of	Experience in providing assistance to a pharmacist or in a pharmacy setting.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Advanced knowledge of pharmacology terminology and prescriptions.	And
Advanced knowledge of pharmacy calculations.	And
Ability to perform most calculations with minimal oversight.	And
Expert knowledge of processes, methods, and procedures of all federal, state and local regulations applicable to pharmacy as well as general knowledge of prescription filling processes.	And
Consistently applies principles and processes for providing customer and personal services to include customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.	And
Accurate data entry skills.	And
Expert knowledge of multiple pharmacy related software programs and their utilization.	And
Expert knowledge of financial reporting.	And
Ability to perform regular tasks that require expert-level critical thinking and problem solving skills.	And
Excellent communication skills for communicating with a wide variety of individuals.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
LPT - Licensed Pharmacy Tech	AL Pharmacy Technician License	Upon Hire	Required	And
	National Pharmacy Technician Certification	Upon Hire	Required	

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing					X	
Walking			X			
Sitting			X			
Lifting	X					
Climbing		X				

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Stooping/ Kneeling/ Crouching		X				
Reaching			X			
Talking					X	
Hearing					X	
Repetitive Motions					X	
Eye/Hand/Foot Coordination					X	

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold			X		
Extreme heat			X		
Humidity			X		
Wet			X		
Noise			X		
Hazards			X		
Temperature Change			X		
Atmospheric Conditions			X		
Vibration			X		

Vision Requirements:

Ability to see information in print and/or electronically.