

JOB INFORMATION

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|-------------------------|------------------------|
| Job Code | EA18 |
| Job Description Title | Tech IV, HCOP Pharmacy |
| Pay Grade | HW06 |
| Range Minimum | \$38,330 |
| 33rd % | \$44,720 |
| Range Midpoint | \$47,910 |
| 67th % | \$51,100 |
| Range Maximum | \$57,490 |
| Exemption Status | Non-Exempt |
| Approved Date: | 1/21/2026 3:17:57 PM |
| Legacy Date Last Edited | 10/21/2021 |

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ordering medications, receiving medications, verifying medication shipments, approving invoices, stocking, checking for outdated medication currently in inventory, supervision and delegation assignments to others.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 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 | 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.