



Career Service Authority
Pharmacy Technician

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GENERAL STATEMENT OF CLASS DUTIES

Performs technical pharmaceutical work as directed by a registered pharmacist.

DISTINGUISHING CHARACTERISTICS

This classification is located at Denver Health Medical Center and is being maintained for promotional purposes.

Guidelines, Difficulty and Decision Making Level:

Procedures, methods, and techniques to be used are well established with options to be considered well defined. Tools, work aids, and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions.

Duties assigned are primarily routine, repetitive, and restricted in intricacy with little or no discretion in how they are carried out.

Level of Supervision Received and Quality Review:

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

Interpersonal Communications and Purpose:

Contacts with the public or employees where factual information relative to the organization or its functions are received, relayed, or a service rendered according to established procedures or instructions.

Level of Supervision Exercised:

None

ESSENTIAL DUTIES

Counts, packages, and labels unit doses for inspections by pharmacist and fills routine orders for ward and clinic replacements on non-prescription pharmaceuticals.

Logs all drugs delivered to pharmacy, maintains pharmacy inventory to identify and reorder outdated stock and ensure that stock is maintained in accordance with manufacturer requirements.

Interacts with health and hospital staff and patients to identify, clarify, and fill orders for pharmaceutical needs, under the direct supervision of a registered pharmacist and processes pharmacy charges.

Restocks and delivers medical supplies to all necessary medical units or clinics.

Maintains established departmental policies and procedures, quality improvements, safety, environmental and infection control standards.

By position, prepares intravenous mixture solutions and mixtures or irrigation, intramuscular preparations, and other specialized mixtures utilizing aseptic techniques.

By position, receives outpatient prescriptions, verifies patient information and proper physician authorization, and fills prescriptions subject to final check by a pharmacist.

Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, concern; develops and maintains relationships; may deal with people who are difficult, hostile, distressed; related well to people from varied backgrounds and situations; is sensitive to individual differences.

Integrity/Honesty – Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Oral Communication – Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Information Management – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

Writing – Recognizes or uses correct English grammar, punctuation, and spelling; communicates information in a succinct and organized manner; produces written information, which may include technical material, that is appropriate for the intended audience.

Customer Service – Works with customers to assess needs, provide assistance, resolve problems, satisfy expectations; knows products and services; is committed to providing quality products and services.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

Self-Esteem – Believes in own self-worth; maintains a positive view of self and displays a professional image.

Problem Solving – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Stress Tolerance – Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Memory – Recalls information that has been presented previously.

Reasoning – Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Learning – Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development.

Knowledge of pharmacy practices and procedures sufficient to be able to assist pharmacists and perform a variety of other duties as assigned.

Knowledge of inventory practices and requirements sufficient to be able to identify shortages and reorder supplies as necessary.

Knowledge of techniques, practices, and materials specific to the assigned area sufficient to be able to conduct the appropriate tests.

Knowledge of departmental policies, procedures, objectives, safety, and infection control standards sufficient to be able to maintain the expected level of efficiency.

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

Eye/hand/foot coordination: performing work through using two or more.

Fingering: picking, pinching, or otherwise working with fingers.

Handling: seizing, holding, grasping, or otherwise working with hands.

Reaching: extending the hand(s) and arm(s) in any direction.

Repetitive motions: making frequent movements with a part of the body.

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Color vision: ability to distinguish and identify different colors.

Near acuity: ability to see clearly at 20 inches or less.

Working Environment:

Requires judgment/action which could result in death of a patient.

Education Requirement:

Graduation from high school or possession of a GED certificate.

Experience Requirement:

One year of experience in a hospital pharmacy assisting in performing pharmaceutical work.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement.

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Licensure and/or Certification:

None

CLASS DETAIL

FLSA CODE: Non-exempt

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Jean Canfield

REVISED DATE: 11/15/2009

REVISED BY: Melissa Fisher

CLASS HISTORY 2009: The class spec was updated and placed into the new class spec format.