



MIDWEST
FAMILY HEALTH
PHARMACY AND HOME CARE

PO Box 608
346 State Street
Phillipsburg, KS 67661

☎ (785) 540-4143
☎ (785) 540-4314
🌐 www.midwestfamilyhealth.com

Pharmacy Technician / Customer Relations Specialist

REQUIREMENTS:

EDUCATION:

- High School diploma or equivalent

EXPERIENCE:

- Retail sales experience preferred

OTHER REQUIREMENTS:

- Valid driver's license
- Dependable vehicle

SKILLS, KNOWLEDGE AND ABILITIES:

- **Honest, loyal and trustworthy**
- **Friendly and energetic** personality
- Ability to handle **multiple tasks** within prescribed timeframes efficiently and effectively
- Ability to take **initiative** to fulfill the duties and responsibilities of position
- Must be **detail-oriented** and able to **maintain an organized workflow**
- Must be **committed** to close follow-up and completion of all assigned tasks
- Possess basic **computer and data input skills**
- Skilled in operation of **basic office equipment** such as copier, fax, and telephone
- Must be able to **communicate** and work well with pharmacist, health care professionals, customers, peers and superiors in a cordial and professional manner
- Ability to use **cash register and 10-key calculator** with accuracy and efficiency
- Good **math and verbal skills**
- Ability to **sit and/or stand** for long periods of time
- Ability to **climb stepladders, bend, twist and maneuver** in tight spaces
- **Vision and hearing** correctable to normal
- Ability to lift up to **40 pounds**
- Ability to read, write and speak **English** fluently
- Good **short and long-term memory**
- Recognize own limitations and seek assistance when required



TASKS AND DUTIES:

PHARMACY TECHNICIAN:

- Answer telephone and handle questions that do not require a pharmacist's expertise or judgment
- Receive written prescriptions or telephone refill requests
- Gather information needed to prepare prescriptions
- Record information needed before prescriptions can be dispensed
- Store written prescription forms after prescriptions are dispensed
- Enter data into computer program
- Help pharmacists prepare prescriptions by counting or pouring medications, labeling containers, and pricing prescriptions
- Keep pharmacy department supplies (e.g. bottles, bags, receipts, staples, etc.) well-stocked
- Place completed prescriptions in the will-call bin
- Order, check-in, and stock the pharmacy department shelves with medications when they arrive from suppliers
- Prepare insurance claims and verify payment
- Help patients find over-the-counter medications
- Check pharmacy stock for outdated medications
- Prepare medications for nursing homes
- Perform housekeeping duties within the pharmacy department

CUSTOMER RELATIONS:

- Assist customers with the selection of merchandise
- Utilize the Point-of-Sale system to process customer purchases and payments
- Assist with the receiving, restocking, ordering and facing of merchandise
- Assist with marketing and publicity activities
- Answer phone calls as needed

DELIVERY DRIVER:

- Make deliveries to customers within the city limits on an as needed basis
- Use of personal vehicle is occasionally required – mileage to be reimbursed at federal rate

OTHER:

- Housekeeping – dusting, vacuuming, sweeping/mopping, rotated restroom cleaning etc.
- Function within the limits of the law and Midwest Family Health policies and procedures and the employee manual
- Perform other tasks and duties as assigned to assist in the smooth, efficient operation of the store