

# Ralston Veterinary Clinic

## Pharmacy Technician

**Job Title:** Pharmacy Technician  
**Reports to:** Technician team manager  
**Hours Per Week:** 30-40

**Job Class:** Non-Exempt  
**Date of Preparation:** 1-20-17

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### **EDUCATION AND EXPERIENCE:**

High School Diploma or education degree (GED) required.  
State of Nebraska Pharmacy Technician License required.

### **JOB SUMMARY:**

Responsible for the preparation of the prescription by retrieving, counting, pouring, weighing, measuring, and sometimes mixing the medication. Prepares the prescription labels, selects the type of prescription container, and affixes the prescription and auxiliary label to the container.

### **WORKING CONDITIONS:**

The work setting is often noisy and malodorous.

### **ESSENTIAL JOB FUNCTIONS:**

#### **PHARMACY**

- Dispensing prescribed medications, drugs and other pharmaceuticals for patient care, according to professional standards and state and federal legal requirements.
- Reviewing prescriptions issued by DVMs to assure accuracy and determine formulas and ingredients needed.
- Create prescription labels and put them on prescription containers
- Maintaining established procedures concerning quality assurance and security of controlled substances.
- Assaying medications to determine identity, purity and strength
- Assist in inventory management processes including: order review, inventory returns, restocking shelves, and physical inventory preparation.
- Helps restrain patients.
- Provides support to DVMs and LVTs as requested
- Check and remove outdated meds on a routine basis to ensure that no deteriorated meds are in stock. Keep appropriate records
- Prepare in accordance with standards of pharmacy practice compounds for use under direct DVMs supervision.
- Reporting of controlled substances to the appropriate agencies
- Anticipate and retrieve any potential samples and/or services needed prior to the doctor going in to see the client.
- Document and initial all medication refills in the medical chart properly.
- Input charges for products and services as necessary.

#### **CLIENT COMMUNICATION AND SERVICE:**

- Answering questions and provides information to client on drug interactions, side effects, dosage and storage of pharmaceuticals.
- E-mail , mail or fax prescription request to appropriate locations
- Communicate with clients (including but not limited to): Puppy and kitten kits, Heartworm and flea products and infestation control,.
- Greet customers, weigh patients, and place clients in exam rooms for Doctors.
- Take history and be able to document accordingly in Avimark on all pets.

### **CLEANING AND STOCKING:**

- Helps to maintain hospital organization and cleanliness.
- Maintains clean treatment tables and exam rooms so that they can accommodate the next patient
- Stock and clean exam rooms and the entire pharmacy area.
- Ensure that vaccination refrigerators are kept clean and stocked.

### **BEHAVIORAL REQUIREMENTS:**

- Client advocate
- Client is first priority
- Seek to satisfy client whenever possible
- Balance client's needs/expectations with RVC's mission, vision and values
- Foster a positive and productive working environment
- Maintain a high level of professionalism at all times
- Abide by all OSHA safety policies and foster a safe working environment
- Abide by all company policies and procedures and adapt to changes in those policies and procedures as needed
- Strong attention to detail
- Excellent attendance
- Follow through on assigned tasks
- Find ways to be innovative and creative to develop current and potentially future policies and procedures
- Be able to handle a high stress environment while multitasking and still maintain a professional and positive attitude
- Attend monthly staff meetings and scheduled lunch and learns
- Participate in clinic committees
- Be considerate of others and show respect to clients and coworkers
- Participate in continued professional learning and performing teach-backs at least once a year at our team meetings
- Create yearly professional development goals that aligns with RVC's mission, vision and values.

### **INTERPERSONAL REQUIREMENTS:**

- Communicate effectively to and treat all patients, visitors, clients, doctors, and coworkers with courtesy, respect, and concern
- Be an attentive listener and show empathy to clients regarding pets
- Present a positive image of RVC at all times through actions and words

- Be aware of how the decisions you make and actions that you take affect all the other departments within the company
- Be willing to assist other departments as needed
- Communicate concerns to your supervisor in a timely, professional, respectful and constructive manner
- Develop confidence to lead coworkers when the need arises and also be able to accept directives as necessary
- Fulfill tasks or duties as requested by doctors, technicians, supervisors, and/or coworkers
- Foster team atmosphere among as needed in: Communicating what's needed to be done or what you could do, answering on-hold calls, filing/pulling files when necessary, tending to client needs, communicating and sharing information, being accepting of constructive criticism

**DIRECT REPORTS:**

None

**INDIRECT REPORTS:**

None

**PHYSICAL REQUIREMENTS:**                      0-24%      25-49%      50-74%      75-100%

Seeing: Must be able to read forms, computer monitor, and labels on products, cleaners, and medications.				X
Hearing: Must be able to hear well enough to communicate with co-workers and clients both in person and on the telephone.				X
Standing/Walking:				X
Fingering/Grasping/Feeling: Must be able to operate computer.				X
Stooping/Kneeling and Reaching: Frequent stooping, kneeling and reaching to access files, stocked items, etc...				X

**PHYSICAL DIMENSION for Lifting, Carrying, Pushing and Pulling:**

Must be able to lift 40 lbs and carry to client's vehicle in parking lot.

**Note:** The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.