



Poarch Band of Creek Indians

5811 Jack Springs Rd. ♦ Atmore, AL 36502
Tribal Offices: 251.368.9136 ♦ www.pci-nsn.gov

Job Announcement: HR2017:116

Position Title: Pharmacy Clerk

Advertising: Tribal-wide

Department: Health

Division: Health & Elder Services

Immediate Supervisor: Chief Pharmacist

Department Director: Health & Elder Services Division Director

Employment Status: Non-exempt

Position Type: Regular Full-Time

Mandatory Reporter: No

Background Check Required: Yes (data-sensitive)

Opening Date: Monday, November 13, 2017

Closing Date: Monday, November 27, 2017 by 5:00 p.m.

Preference shall be given in accordance with the Title 33 (Tribal Employment Rights) of the Tribal Code.

Overall Objectives of Position

The Pharmacy Clerk is responsible for support services as assigned within the Tribal Pharmacy and Health Department. This job description is not an all-inclusive list of the duties and responsibilities of this position. The Pharmacy Clerk is expected to perform all duties and responsibilities necessary to meet the goals and objectives of applicable program.

The Pharmacy Clerk is expected to live the Purpose and Values of the Poarch Band of Creek Indians and will go beyond the call of duty.

Primary Responsibilities of the Pharmacy Clerk

- Provides excellent customer service including assisting patients with questions and concerns. Directs patients and other healthcare providers to the appropriate pharmacy staff member or health department staff member.
- Upholds patient privacy.
- Provides support services to team members in the pharmacy and health department.
- Maintains and procures office supply inventory based upon cost and budget.
- Maintains a clean professional work area, front office, and waiting room.
- Oversees procurement of office supplies and fiscal accountability as it applies.
- Performs other duties as assigned by appropriate person.

Day-to-day Responsibilities

- Greets patients in the pharmacy waiting area.
- Answers the phones in a timely manner. Checks voicemail and returns all phone calls in a timely manner during normal business hours.
- Assists the pharmacy staff in the patient check-in and check-out process in the waiting room and drive-thru window.
- Navigates through information regarding patient medication profiles through the Resource and Patient Management System (RPMS)/Electronic Health Record (EHR).
- Navigates through information regarding prescriptions and workflow in ScriptPro.
- Performs routine organization.

Education/License/Certification and Experience Requirements

- High school diploma or equivalent required.
- Minimum one (1) year experience in customer service related employment required.
- One (1) year experience in pharmacy and/or medical field preferred.
- Must possess current professional licensure in Basic Life Support (BLS) or obtain licensure within ninety (90) days of date of hire.

Skills Required

- Absolute confidentiality, adhering to HIPAA guidelines and the Privacy Act.
- Must be people oriented and relate well to people from diverse backgrounds.
- Must have a working knowledge of computers with the ability to work in a Windows environmental with various software programs such as Word, Excel, etc.
- Ability to work in a high-performance, fast-paced, high-pressure environment.
- Adept at multi-tasking, have unquestionable integrity, with an uncompromising commitment to quality.
- Must be able to work in a team environment and independently.
- Must possess good eyesight (with or without corrective lenses), good manual dexterity, ability to bend, lift, and stand for periods of time.
- Exceptional interpersonal and communication skills, both verbally and in writing.

Additional Requirements

- Ability to work odd and irregular hours, as needed; flexible in regards to accommodating emergency visits as needed.
- Must possess and maintain documentation of immunization against Hepatitis B, or must obtain immunization within ninety (90) days of date of hire.
- Must successfully pass the required criminal and character background check.
- Ability to travel and participate in required training, leadership development, and other events.
- Ability to adequately and successfully perform all duties and responsibilities of this position.

Every applicant must complete an application provided by Human Resources. Human Resources is located in the modular building next to the Assisted Living Facility. A resume will not be accepted in the place of an application. **Complaints about the recruitment or selection process for employment should be directed in writing to the Human Resources Director of PCI Tribal Government.**