

Pharmacy Clerk

Position Overview:

Provide service to customers, including receiving and selling prescriptions, and selling other merchandise. Works toward building, promoting and delivering a high degree of customer satisfaction. Works with the pharmacy team to serve patients quickly and accurately. Helps in answering the phone promptly and cheerfully. Assists in stocking shelves, supplies, and in keeping the pharmacy and register are neat, clean, and organized.

- Reports To: Pharmacy Manager, or person in charge
- Coordinates With: Pharmacy Manager, staff pharmacists, pharmacy staff, store management, receiving personnel, Bookkeeper, Regional Pharmacy Manager, Vice President of Pharmacy Operations, and administrative staff.

Essential Job Functions:

- Receive written prescriptions and/or refill orders from customers.
- Inform customers when prescriptions are ready.
- Keep merchandise priced, clean, neat, and supplies well-stocked.
- Count, electronically order, and check in merchandise and supplies.
- Work as a team with management, pharmacy manager, pharmacists, area coordinators, and coworkers.
- Operate a terminal/register. Accurately read prices, scan merchandise, receive payment, and give correct change.
- Ensure every customer is satisfied by answering all questions politely and quickly, escorting customers to requested items or calling for customer assistance.

Physical Requirements:

Occasionally = up to 1/3 shift

Frequently = up to 2/3 shift

Continuously = throughout shift

- Standing: Continuously in combination with walking on hard surface.
- Sitting: 0% of the time.
- Walking: Frequently in combination with standing.
- Worker Mobility: Can Change positions frequently throughout work shift.
- Carry/Lift: Frequently and independently work with 0-20 pounds, depending on product and materials being stocked.

- Pushing/Pulling: Occasionally push/pull merchandise on hand trucks or stocking carts. Continuously and independently push/pull single case lots or items while stocking or moving merchandise.
- Bending/Squatting: Frequently throughout the work shift while operating cash register/bagging merchandise, stocking supplies, and cleaning.
- Reaching/Handling: Use of fingers/hands/arms continuously. Frequent overhead reaching needed for higher shelf stocking and retrieving.
- Grasping/Squeezing: Frequently throughout work shift.
- Twisting: Frequently throughout work shift.
- Climbing: Occasionally climb ladders to reach higher shelf areas, occasionally climb stairs.
- Crawling: 0% of the time.

Social Skill Requirements:

- Ability to positively interact with others.
- Ability to communicate well verbally and in writing using the English language.
- Ability to respond sensitively to patient/customer needs and/or situations.

Aptitude Requirements:

- Workers must be able to read English and write it legibly.
- Must be able to perform basic math functions.
- Must have ability to analyze, reason, make decisions and develop alternative courses of action.
- Must be able to learn and retain new skills.

Environmental Requirements:

- Most work is performed in the store.
- Some exposure to outside elements.
- Possible exposure to chemicals and/or compounds throughout work shift.

Certification/Licensing Requirements

- Washing employees must be state certified as a Pharmacy Assistant.
- Washington employees must complete 4 hours of AIDS education.

This position summary covers most of the duties performed, however, other duties and responsibilities not listed may be assigned at the discretion of management.

After reviewing this position summary, can you perform all of the functions listed? ☐ Yes ☐ No

If no to the above, please identify any functions that you are unable to perform.

I verify that I have thoroughly reviewed the position summary for Pharmacy Clerk and that I understand the job requirements and essential job functions.

Signature: _____ Date: _____

Print Name: _____