	<h2>Pedigrees</h2>		
Title:	Pharmacy Clerk		
Policy No:	12.02	Revision No.	0
Prepared By & Date: Micah Lansford 05/03/2016		Approved By & Date: Micah Lansford 05/03/2016	

I. **Purpose:** This policy describes the job description and qualifications of the Pharmacy Clerk.

II. **Scope:** This policy applies to all personnel and potential applicants applying for the position of Pharmacy Clerk.


III. **Definitions:**

Pharmacy Clerk: Supports the Pharmacist-in-Charge (PIC), Staff Pharmacists, and Administrative Personnel by ensuring that customers are taken care of at the drive-thru window and inside POS, helping with OTC needs, maintaining the cleanliness and organization of the pharmacy and ensuring that customers receive their completed orders in a timely and accurate manner.

IV. **Policy:** The Pharmacy Clerk must meet the following requirements:

1.0 **Duties and Responsibilities:** Specific duties will include, but not be limited to:

- Providing completed orders to customers
- Ringing up sales
- Directing customer calls to the appropriate personnel
- Stocking shelves
- Maintaining and cleaning equipment, work areas, and shelves
- Accepting prescriptions to be filled and ensuring that the pharmacist has the data necessary to fill the orders
- Performing other clerical tasks as needed
- Greeting and assisting customers
- Recordkeeping related to inventories, receipts, purchases, and deliveries
- Preparing prescription labels
- Processing medical insurance claims and collecting co-payments
- Packaging and labeling products under the supervision of a pharmacist
- Restocking shelves
- Unpacking and organizing incoming merchandise, including sorting items that require special handling

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- Checking for outdated medications and notifying pharmacist of low inventories
- Working as a team and communicating clearly
- Helping customers locate over-the-counter products
- Handling customer problems/ concerns in a calm manner and referring them to the pharmacist accordingly
- Notifying the pharmacist of any problems or malfunctions
- Checking refrigerator and freezer temperatures
- Properly processing pseudoephedrine sales
- Promoting teamwork
- Providing professional services

2.0 Skills and Specifications:

- Ability to act as a team player
- Organizational and time management skills
- Ability to work in a fast-paced environment
- Ability to multitask
- Excellent oral and written communication skills
- Excellent customer service skills
- Computer skills as necessary to operate Pharmacy management software and other necessary programs
- Punctuality
- Knowledge of basic math
- Telephone skills
- Self-motivated

3.0 Education and Qualifications:

- High school diploma or equivalency
- Must be at least 18 years of age

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- Ability to work a flexible schedule, including weekends
- Ability to communicate effectively with customers and employees
- Ability to stand for long periods of time
- Ability to sit for intermittent periods of time
- Ability to bend, reach, climb, and squat frequently
- Ability to type and operate a computer
- Ability to speak on the telephone
- Ability to lift, push, or pull a minimum of 40 lbs.
- Ability to read, write, speak, and understand English