

POSITION DESCRIPTION

Employer: UFS Dispensaries Ltd.

Employee:

Position Title: PHARMACY ASSISTANT Level 2

Position Description created by: Joanne Innes

Location:

This position reports to: Pharmacy Manager/Retail Co-Ordinator

Remuneration/Wage: Pharmacy Industry Award 2010

Date:

KEY RESPONSIBILITIES AND TASKS:

1. Sell Pharmacy products and services:
 - Identify customer needs.
 - Satisfy customer needs.
 - Record information from customer enquiries and special orders.
2. Process sales transactions:
 - Acknowledge, check and receive money.
 - Acknowledge and check debit/credit card or cheque.
 - Process transaction.
 - Process sale to customer account.
 - Wrap and Pack sales item.
3. Promote the Pharmacy image:
 - Maintain a clean and tidy appearance in the Pharmacy.
 - Convey image appropriate to Pharmacy.
 - Maintain stock presentation.
4. Merchandise Pharmacy products and services:
 - Maintain display of products and services to promote sales.
 - Contribute to the development of Pharmacy merchandising strategy.
5. Assist with prescription procedures:
 - Accept prescription for dispensing.
 - Relay prescription label information to customer under direction of the pharmacist.
 - Explain basic patient/scrip entitlement under the Pharmaceutical Benefits Scheme.
6. Handle non-dispensary stock:
 - Receive stock.
 - Store stock.
 - Complete stock take.
 - Pricing stock.
7. Maintain safety and security of the pharmacy:
 - Comply with procedures to meet occupational health and safety requirements.
 - Apply pharmacy security procedures.
 - Report potential breaches of the above to pharmacy management team.

- Provide basic first aid.
8. Provide general pharmacy services and products to customers:
 - Acknowledge and greet customer.
 - Establish customer requirements.
 - Meet customer requirements.
 - Accept and deal with/refer complaints.
 - Provide non-therapeutic advice on general products and services.
 - Demonstrate the use of general pharmacy products and/or services to customers.
 9. Provide specialist services and products to customer:
 - Assess customer needs
 - Provide non-therapeutic information and advice on a range of specialist products and services
 - Demonstrate the use of specialist products and/or services to customer
 - Follow-up orders/enquiries for specialist products or services with supplier
 - Resolve customer complaints.
 10. Product knowledge in the following categories:

Analgesics	Home Health Care
Family Planning	Men's toiletries and Grooming Aids
Baby/Infant Care	Skin Care (including Deodorants, Soap and Bath)
Cosmetics	Oral Hygiene
Cough and Cold	Photographics
Ear Care	Sports Medicine
Eye Care	Stomach and Laxative
Feminine Hygiene	Foot Care and Footwear
Sun Care and Sunglasses	Veterinary and Pet Care
Fragrances	Vitamins and Minerals (including Nutrition and Diet)
General Medicines	Wound Care
Hair Care and Accessories	
 11. Training:
 - Maintain up-to-date product knowledge.
 - Attend training schools and after hours product training program.
 12. Advanced product knowledge in 4 of the following 10 categories:
 - Home Health Care
 - Nutrition and Diet (including Vitamins and Minerals)
 - Sports Medicine
 - Wound Care
 - Cosmetics
 - Fragrances
 - Skin Care
 - Hair Care
 - Baby/Infant Care
 - Photographic
 13. Any other duties as required by Management.

SPECIAL REQUIREMENTS: