

POSITION DESCRIPTION

Employer:

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 Family Planning Baby/Infant Care Cosmetics Cough and Cold Ear Care Eye Care Feminine Hygiene Sun Care and Sunglasses Fragrances General Medicines Hair Care and Accessories	Home Health Care Men's toiletries and Grooming Aids Skin Care (including Deodorants, Soap and Bath) Oral Hygiene Photographics Sports Medicine Stomach and Laxative Foot Care and Footwear Veterinary and Pet Care Vitamins and Minerals (including Nutrition and Diet) Wound Care
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 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:

 Employee's Signature
 Date: ___/___/___

 Employer's Signature
 Date: ___/___/___