

POSITION DESCRIPTION

Employer:

Employee:

Position Title: DISPENSARY ASSISTANT Level 3

Position Description created by: Joanne Innes

Location:

This position reports to: Pharmacy Manager

Remuneration/Wage: *Pharmacy Industry Award 2010*

Date:

POSITION OBJECTIVES:

- ☞ Screen Tasks within the dispensary, enabling pharmacists the maximum time possible to supply a professional service.
- ☞ Ensure the efficient functioning of the dispensary.
- ☞ Communicate dispensary policies and procedures to pharmacy staff.
- ☞ Ensure competent communication with customers, pharmacists and other health professionals.

STATEMENT OF DUTIES:

1. All requirements of a Pharmacy Assistant Grade 2.
2. Perform duties as a dispensary assistant:
 - Perform duties in accordance with legislative and regulatory requirements.
 - Perform dispensary administrative tasks with the use of a computer.
 - Perform operational duties in a pharmacy dispensary under the supervision of a pharmacist.
 - Competent in communication with customers, the Pharmacist and other health professionals.
 - State drug classifications .
 - Perform drug storage tasks and arrange delivery of medicines in accordance with pharmacy procedure.
 - Perform stock control procedures in the Pharmacy dispensary.
 - Maintain brand substitution procedures and standards.
 - Prepare NHS claim in accordance with pharmacy procedures.
 - Maintain cleanliness & presentation of Pharmacy dispensary.
 - Be primarily responsible for answering external and internal phone calls and resolving enquiries.
 - Assist pharmacists in maintaining stock level of dispensary stationary.
3. Assisting in the dispensary:
 - Maintain dispensary stock levels.
 - Dispose of out-of-date stock.
 - Assist Pharmacist to process patient information.
 - Maintain dispensary information system.
4. Sell pharmacy products and services:
 - Identify customer needs.

- Satisfy customer needs.
 - Record information from customer enquiries and special orders.
5. Provide general pharmacy services and products to customers:
 - Provide non-therapeutic advice on general products and services.
 - Demonstrate the use of general pharmacy products and/or services to customers.
 6. 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.
 7. Promote the Pharmacy image:
 - Maintain a clean and tidy appearance in the Pharmacy.
 - Convey image appropriate to Pharmacy.
 - Maintain stock presentation.
 8. 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 Manager.
 9. Training:
 - Maintain up-to-date product knowledge.
 - Attend training schools and after hour's product training night as often as possible.
 - Ensure up-to-date knowledge in relation to dispensing regulations.
 10. Product knowledge in the following categories:

Analgesics	Home Health Care
Baby/Infant Care	Men's toiletries and Grooming Aids
Cough and Cold	Oral Hygiene
Ear Care	Photographics
Eye Care	Sports Medicine
Feminine Hygiene	Stomach and Laxative
Sun Care and Sunglasses	Foot Care
Fragrances	Veterinary and Pet Care
General Medicines	Vitamins and Minerals
Hair Care and Accessories	Wound Care
 11. Any other duties as required by the employer.

KEY QUALIFICATIONS & COMPETENCIES REQUIRED:

1. 12 months pharmacy experience.
2. Possess the relevant certification of a Dispensary Assistant Level 3.
3. Demonstrated ability to communicate at all levels with customers, staff and Suppliers.
4. Possess a sound understanding of the principles of good customer service and demonstrated competence with both internal and external customers.
5. Demonstrated competence in relevant computer programs.

Employee's Signature
Date: ___/___/___

Employer's Signature
Date: ___/___/___