



## Job Descriptions

**Duties include, but are not limited to the following.  
Roles can be fulfilled by one or multiple pharmacy staff members, as well  
as shared by one or multiple staff members.**

- 1) **Input Technician**
  - a. Oversee all incoming new prescription entry & patient information gathering
  - b. Patient communication upon receipt of new prescriptions
- 2) **Front End Manager**
  - a. Sorts, orders, and faces front end
  - b. Oversees Point of Sale operators
- 3) **POS Technician**
  - a. Ensures accurate dispensing of medication to the patient
  - b. Screens patients for questions, needs, etc
  - c. Captures patients for intervention (MTM, programs, classes, screenings, etc)
- 4) **Fill Technician**
  - a. Ensures accurate filling of prescriptions
  - b. Ensures proper billing of prescriptions to third parties
  - c. Delivers accurate and complete prescription orders to pharmacist for verification
- 5) **Third Party Technician**
  - a. Ensures proper third party coverage of medication
  - b. Assists with manufacturer coupons, prior approvals, step therapy, quantity limits, etc.
- 6) **Prescriber Relations Technician**
  - a. Ensures proper messaging and coordination with prescribers
  - b. Maintains open line of communication between patient, prescriber(s), and pharmacy
- 7) **Patient Outreach Technician**
  - a. Oversee patient monitoring programs
  - b. Oversee direct patient contact (outbound call, email, text, etc)
  - c. Recruit patients for education classes, screenings, MTM, etc
- 8) **Delivery Technician**
  - a. Oversee patient contact outside of pharmacy doors
  - b. Ensure proper delivery of prescriptions to pharmacy patients
- 9) **Bookkeeper / Administrative Assistant**
  - a. Oversee proper bill paying and daily admin functions
  - b. Oversee staff scheduling, third party payment receipt and reconciliation
  - c. Oversee pharmacy compliance measures and quality improvement
- 10) **Marketing Director**
  - a. Manage all degrees of marketing and pharmacy outreach (Newspaper, television, social media, local events, prescriber office contact, etc)