



# tandem health

**Job Title:** Pharmacy Cashier (Bilingual)

**Report To:** Pharmacy Business Manager

**Position Summary:**

The Pharmacy Cashier assists the Pharmacist in performing all routine tasks and in managing and coordinating all aspect of the Pharmacy Department in accordance with established policies and procedures set forth by the Tandem Health Center.

**Duties and Responsibilities:**

- Receives payment by cash, check, credit cards, vouchers, or automatic debits.
- Issues receipts, refunds, credits, or change due to customers.
- Greets customers entering establishments.
- Maintains clean and orderly checkout areas.
- Establishes or identifies prices of goods, services or admission, and tabulates bills using calculators, cash registers, or optical price scanners.
- Resolves customer complaints.
- Answers customers' questions, and provides information on procedures or polices
- Keeps accurate records of monetary exchanges, authorization forms, and transaction reconciliations.
- Exchanges money, credit, and makes change for customers.
- Reconciles 3<sup>rd</sup> party payment and accounts.
- Works with the billing department to balance account(s).
- Receives written prescription or refill requests and verifies the information is complete and accurate.
- Answers telephones and responds to questions or request.
- Assists customers by answering simple questions, locating items or referring them to the pharmacist for medication information.
- Completes training requirements to stay up-to-date on policies and procedures for the 340B drug program, as well as any drug assistance programs in which the pharmacy participates.
- Follows all policies and procedures related to the 340B drug program, as well as any drug assistance programs in which the pharmacy participates.
- Assists in training new employees.

**Qualifications:**

Education/Experience

High School Diploma or equivalent required. Pharmacy cashier experience preferred. Bi-lingual English/Spanish ability preferred. Must be flexible as to the changing needs of the Center. Must be able to work as a team player at all time.



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## Knowledge, Skills and Abilities

- Must possess computer skills and be able to learn new programs.
- Must be able to follow detailed verbal and written instructions.
- Must be able to establish and maintain legible pharmacy records.
- Must be able to gain the confidence and cooperation of patients and work effectively with them.
- Must have a courteous, professional attitude.
- Must be able to pay attention to detail.
- Must be capable of establishing and maintaining effective/productive working relationships with supervisor(s) and co-workers.

## **Work Environment:**

Very busy atmosphere. Highly stressful when dealing with individual personalities of co-workers, patients and their family. Potential for rare exposure of blood-borne diseases (Category II). Potential for rare exposure to chemical hazards (Category B).

## **Physical Demands:**

Considerable standing and walking. Assist in lifting and moving boxes as necessary. Lift supplies/equipment up to 20lbs. occasionally, and /or up to 10lbs. frequently. Considerable reaching, stooping, bending, kneeling, and crouching. Must be able to act rapidly and effectively while following policies and procedures, and utilize principles of management during routine as well as emergency situations.

## **Employee Acknowledgement of Job Description:**

**Employee:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor:** \_\_\_\_\_ **Date:** \_\_\_\_\_