



tandem health

JOB POSTING

Office Assistant – Pharmacy

Job Summary:

The Office Assistant is responsible for running reports routinely to ensure they reconcile. As a member of the Pharmacy Team, the Office Assistant provides communication and follow-up with patients regarding pick-up of medications. The Office Assistant also assists with checking patients in, stocks and completes inventory on medications, as well as assists the Cashiers and Pharmacy Techs, as needed.

Duties and Responsibilities:

- Assists the Pharmacy Business Manager in documenting and maintaining records of all third party reconciliation of payment.
- Maintains reports of filled prescriptions not picked up from previous business day.
- Ensures call out box is checked and patient's information is entered correctly into the Interactive Voice Response (IVR) system.
- Maintains reports for filled prescriptions that have not been picked up within 7 and 12 days from date filled, and is responsible for contacting those patients.
- Contacts Tandem Health patients upon the arrival of special orders.
- Checks in and enters all C-II controlled substance orders in the pharmacy software and hardcopy.
- Checks in and enters all non-340b inventory orders ensuring accuracy.
- Stocks non-340b inventory on shelves.
- Assists Pharmacy Business Manager with running and reviewing audit reports for accuracy in billing and patient eligibility.
- Ensures the accuracy and reconciliation of prescription deliveries to other locations.
- Assists with performing controlled substance inventory annually on May 1st, as required by law.
- Assists with processing customer rebills and/or refunds in coordination with the Billing Department, as needed.
- Ensures the cleanliness of the work area.
- Ensures inventory is current and not expired.
- Returns slow-moving medications to the appropriate vendor.
- 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.
- Performs the duties of the Pharmacy cashier, as required.
- Performs the duties of a Pharmacy Technician, as required.
- Other duties as requested by the Pharmacy Business Manager or the Director of Pharmacy.
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Qualifications:

- High School diploma or equivalent and two years of work experience. Customer service experience preferred.



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- Willingness to register and maintain good standing as a Pharmacy Technician with the South Carolina Board of Pharmacy.
- Must have strong computer skills and working knowledge of Microsoft Office applications.
- Excellent written and verbal communication skills required.
- Must have excellent telephone etiquette.
- Must be able to gain the confidence and cooperation of patients and work effectively with them.
- Must be able to relate to a variety of people at different developmental levels.
- Must be capable of establishing and maintaining effective/productive working relationships with co-workers, vendors and other customers.
- Must be flexible to the needs of the Pharmacy and the Health Center and work as a team player.
- Must have the ability to learn medical terminology, calculation, pharmaceutical insurance and third party payment systems.
- Must pay strong attention to detail.
- Must be motivated and able to work independently.

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, walking, or sitting. Assist in lifting and moving boxes as necessary. Lift supplies/equipment up to 20lbs. occasionally, and /or up 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.

I acknowledge that I have read and fully understand the above job description and agree to abide by its contents. I understand that failure to satisfactorily perform the assigned duties can and may result in termination.

How to Apply:

If you are interested in applying, please download and print an application from our website: www.tandemhealthsc.org. Return your completed application to:

Tandem Health
Attn: Human Resources
550 S. Pike West
Sumter, SC 29150