
WESTERN MICHIGAN UNIVERSITY

Job Description

Job Title: Lead Pharmacy Technician **Position Number:** 1233
Pay Type: Hourly/Non-exempt **Department Name:** Sindecuse Health Center
Grade: 13

General Summary

Serves in a lead capacity to functionally supervise the pharmacy technicians, performs routine and non-routine pharmacy technician functions.

Major Duties

- Performs routine pharmacy technician functions: prescription processing, order placement, product return, telephone triage.
- Provides functional supervision to pharmacy technicians and student employees.
- Provides technician oversight involving inventory management, order processing to assure maximum customer services.
- Resolves, complex, non routine issues, including third party billing, systems and workflow, and customers service issues.
- Coordinates the reconciliation and tracking of outstanding insurance receivables and tracks miscellaneous accounts. Works with Student Insurance Manager to solve non-routine problems.
- Maintains certification through continuing education.
- May serve at department and/or Division of Student Affairs events and on quality improvement committees.

Minimum Qualifications

- High school education.
- Pharmacy Technician certification (CPhT) through the National Technician Certification Board
- Three years experience as a retail pharmacy technician.
- One year of recent retail pharmacy technician experience utilizing the SRS Pharmacy Software System.

Desired Qualifications

- Five years experience as a retail pharmacy technician.
- Excellent organizational, communication and interpersonal skills.
- Some college education

This description indicates the general nature and level of work performed by employees in the above job. It is not intended to be a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to the job.