



**POSITION TITLE:** Pharmacy Clerk

**DEPARTMENT:** Pharmacy

**NATURE OF POSITION:** Provides customer service to all patients

**MINIMUM QUALIFICATIONS:**

- High school diploma or equivalent
- Must be at least 18 years of age

**RESPONSIBILITIES:**

- Provide customer service and operation of the cash register
- Provide excellent organizational skills with close attention to detail, accuracy, and neatness
- Utilize basic math skills for pharmaceutical calculations
- Computer literate to navigate Electronic Health Record and Pharmacy Software
- Work in harmony with others and exhibit a positive attitude and a commitment to the basic mission of the COFMC
- Uphold and abide by COFMC patient confidentiality policies and procedures
- Actively participates in agency-sponsored staff training events (safety instruction, evacuation drills, OSHA training, etc.)
- Demonstrates flexibility and willingness to adapt to organizational needs. (Filing, cleaning, etc.)
- Greets every guest in a manner that makes the guest feel welcome
- Utilize proper telephone etiquette, giving name, title, and department. Is pleasant and attentive, takes accurate notes and facilitates clarification of key information
- Maintains professional appearance; follows established dress code
- Performs all other duties as assigned

**ORGANIZATION:**

- Exhibits enthusiasm, a positive attitude, and professionalism in the workplace
- Handles personal conflict and works through it at the lowest possible level (first with party/parties involved, then if necessary, with 3rd party mediation)
- Displays a friendly manner and is easy to approach
- Maintains a neat, clean, well-groomed, appearance and dresses in accordance with the dress code policy
- Leaves personal problems out of the workplace
- Treats all co-workers with dignity and respect
- Abstains from gossip in the workplace
- Arrives on time and works through designated hours

- Completes tasks effectively, accurately and on time
- Demonstrates little or no absenteeism/follows leave guidelines
- Follows designated line of support
- Display a willingness and flexibility to respond to unusual job-related demands
- Manages time well
- Recognizes and assists others in the work of the department, even though the work may be outside of regular duties
- Shares equally in the workload of the department
- Works cooperatively with all team members and departments
- Works independently requesting assistance from supervisor only as needed
- Abstains from criticizing COFMC, colleagues and supervisors
- Demonstrates loyalty to COFMC, colleagues and supervisors
- Demonstrates support of the mission and vision of COFMC
- Accepts and participates in cross training
- Takes initiative to identify skill development needs
- Performs other duties as assigned.