

Pharmacy Technician

Interview Questions & Rubric

Pharmacy technicians play a critical role in supporting medication safety. In hospital and health-system settings, they are essential to the medication-use process, and maintaining an engaged, well-trained workforce is vital to ensuring efficient and high-quality pharmacy operations.

TECHNICAL KNOWLEDGE AND APPLICATION QUESTIONS

- Can you describe your experience with medication dispensing and how you ensure accuracy?
- Can you explain how you stay current with new medications and legal/regulatory updates in pharmacy practice?
- What skills and qualifications do you have that can help you succeed in this role?

HANDLING STRESSFUL SITUATIONS

- How do you handle difficult or stressful situations, such as a high volume of prescriptions?
- How do you ensure accuracy when preparing medications while also balancing the need for efficiency?
- Tell me about a time when you've had to work with a customer who is frustrated about the wait time for their medication?

ETHICAL DECISION-MAKING

- Describe a time when you identified an error in a prescription or medication order. What did you do?
- What would you do if you witnessed a colleague making a mistake that could harm a patient?
- If you could change one thing about your current job, what would it be?

PERSONAL DEVELOPMENT

- What are some of your professional goals?
- How do you stay motivated in your role?
- Where do you see yourself in five years?

OTHERS

- Tell me about your experience as a pharmacy technician?
- Why do you want to work here?

PHARMACY TECHNICIAN INTERVIEW RUBRIC

- **Excellent (4 points):** Details specific including examples. All responses are in line with departmental standards of conduct.
- **Good (3 points):** Describes general practices with some examples. All responses are in line with departmental standards of conduct.
- **Average (2 points):** Mentions basic practices but lacks detail or specific examples. All responses are in line with departmental standards of conduct.
- **Poor (1 point):** Provides vague or incomplete answers. Expresses responses that are violations of departmental standards of conduct.

TIPS FOR USING THE RUBRIC

- **Consistency:** Use the same rubric for all candidates to ensure a fair evaluation process.
- **Examples:** Look for specific examples in candidates' responses to gauge their experience and problem-solving abilities.
- **Depth of Knowledge:** Evaluate not only what the candidates know but how they apply their knowledge in real-world scenarios.
- **Adaptability:** Feel free to adjust the questions and rubric based on the specific needs of your pharmacy and the role you're hiring for!

Pharmacy Technician Interview Rubric

Candidate Name: _____

Date: _____ Interviewer: _____

QUESTION RESPONSES					
Question Categories	Excellent (4 Points)	Good (3 Points)	Average (2 Points)	Poor (1 Point)	Notes
Technical Knowledge					
Handling Stress					
Ethical Decision-Making					
Personal Development					
Other					
Totals:					Final Score: