

SAMPLE JOB DESCRIPTION

Operations and Call Center Coordinator

I. JOB SUMMARY

The Specialty Pharmacy Services (SPS) Operations and Call Center Coordinator assists in maintaining the specialty pharmacy business in accordance with departmental standards, internal and external reporting requirements, accreditation standards, and pharmacy laws and regulations. The Coordinator organizes, supervises, directs, and evaluates the duties and functions performed by technicians, externs, and pharmacists to ensure the provision of accurate, efficient, and appropriate drug distribution services to patients.

II. DUTIES AND RESPONSIBILITIES

Administration

- Facilitate the daily operations of the SPS call center and operations
 - Maintain daily production, quality, facilitate proper coordination of care, and service levels by supervising all phases of pharmacy operations.
 - Vary work priorities, activities and schedule to meet the needs of the pharmacy.
 - Promote and ensure a safe, clean, and well-organized work environment by proactively identifying potential hazards.
 - Review errors and complaints documented in specialty pharmacy case management system and work directly with the Associate Director and other Specialty Pharmacy Services Coordinators to identify new processes to address errors and complaints.
 - Implement SPS call center and operations standards in accordance with accreditation guidelines and SPS policies and procedures.
 - Resolve internal audit deficiencies and evaluate system changes if needed.
 - Ensure team is providing accurate, efficient, and appropriate drug distribution services.
 - Facilitate communication and cooperation between all individuals involved in the drug use process in order to assure the accurate and timely provision of drug dispensing.
- Evaluate health care delivery to patients, and monitor inventory levels to assure that drugs are on hand to meet patient needs.

Supervisory

- Assist the Associate Director of SPS in establishing hiring criteria and recruiting technicians and externs for SPS.
- Oversee staff development and training programs for SPS staff.
- Assess competency of SPS staff as part of annual performance evaluation and to meet accreditation standards.

Staffing SPS

- Provide direct patient care in SPS and perform in an exemplary manner all duties outlined by SPS policies.

Continuing Education

- Remain current through participation in departmental continuing education and through reading professional literature and/or attending professional continuing education conferences and professional meetings.

Research and Scholarship

- Attend and actively participate in Departmental and Team meetings.
- Represent the Department at committees as assigned.
- Participate in public service events (e.g. Brown Bags, community education, etc.).
- Identify research or demonstration grant opportunities for Specialty Pharmacy. Prepare the grant applications and lead or participate in the research or demonstration project if the grant is awarded.

Educational

- Participate in the education of nursing staff, medical staff, and all members of the health care team.
- Participate in site specific and departmental staff development by designing, evaluating and providing in-services and continuing education programs and by serving as a preceptor and role model.
- Participate in the education of Pharm.D. students, PGY1 and PGY2 residents, international pharmacists, and other pharmacy staff by serving as preceptor and role model as defined by the guidelines and requirements of the Department of Pharmacy Practice.

III. QUALIFICATIONS

Education and Training:

- Graduate of an Accreditation Council for Pharmacy Education (ACPE) accredited pharmacy program.
- Licensed as a registered Pharmacist by the state.
- Post-graduate experience in patient care is mandatory.

Experience and Knowledge

- The knowledge base, clinical background, pharmacy practice and specialty pharmacy experience, and initiative to make accurate and independent decisions.
- Strong verbal and written communication skills.
- Prior experience or demonstrated ability to effectively participate in didactic and/or clerkship teaching.
- Interpersonal skills necessary to effectively function with the specialty pharmacy team, the Ambulatory Care Pharmacy Department, and the health system.
- Desire to conduct scholarly writing and research.