

SAMPLE JOB DESCRIPTION

Pharmacy Business Operations and Automation Specialist

I. JOB SUMMARY

The Pharmacy Business Operations and Automation Specialist is responsible for assisting in pharmacy business operations including but not limited to budget development and overview of patient drug charges. This role is also responsible for automation and technology of Pharmacy Services, particularly as it relates to automated dispensing and medication distribution technology. The Specialist develops and maintains effective working relationships with all hospital system users, i.e., Pharmacy, Nursing, Medical Staff etc.; to provide ongoing support and training to information system users. Ensures that the Pharmacy systems are provided in accordance with established policies and procedures and applicable laws, rules and regulations. Monitors Pharmacy systems through continuous quality improvement activities and participates in the development and implementation of policies and procedures for the Pharmacy.

II. DUTIES AND RESPONSIBILITIES

- In collaboration with other staff, is responsible for the maintenance and implementation of the pharmacy order entry system's drug dictionary, clinical alerts, charge master request, new drug additions and deletions, and output labels.
- Provides recommendations related to and technical assistance in installation, maintenance and enhancements of automated dispensing software and hardware. Continually reviews and analyzes automated dispensing software and hardware, recommending and implementing upgrades and enhancements that will increase the efficiency and level of service by the Pharmacy.
- Participates in the development of short and long-term goals of the Pharmacy. Participates annually in the operating budget development process as it relates to medication dispensing equipment lease expense and taxes.
- Participates in the integration of systems and technology with other departments. Assists in the development, implementation, and evaluation of services and programs to consistently meet or exceed customers' needs, through effective continuous quality improvement practices. Ensures all information system and technology processes are in compliance with various regulatory agencies.
- Provides timely and accurate communication, both written and verbal as appropriate, regarding systems changes and upgrades, including goals and objectives of the Pharmacy as it relates to Pharmacy business operations and automated dispensing technology.
- Maintains knowledge of, and expertise in, leading edge developments in Pharmacy systems and automation and related information systems and technologies by participation in ongoing independent study, education-related professional activities, and affiliations.
- Monitors and manages automated dispensing software, data archives, and hardware including preventative maintenance of automated dispensing units. Maintains database for tracking equipment, contract terms, and lease expense.
- Coordinates with Purchasing Department and department/clinical managers as it relates to the initiation and renewal of automated dispensing contracts.
- Participates in continuous quality improvement activities and total quality management initiatives. Participates or leads various committees, task forces, and performance improvement teams as assigned.
- Working collaboratively with Business Operations and Information Services personnel to implement system enhancements and coordinate downtime of automated dispensing systems with pharmacy leadership and system users. Coordinates access to designated Pharmacy systems and develops

educational materials specific to Pharmacy systems and users. Coordinates educational sessions with all users to ensure proper use of the systems.

III. QUALIFICATIONS

Education and Experience:

- Associates degree in Business or Computer Science preferred
- Maintain pharmacy technician licensure for State and National Pharmacy Technician Certification (CPhT)
- Previous hospital work experience preferred
- Knowledge of computerized pharmacy information systems and personal computers including word processing, web page design, database, and spreadsheet design