



## JOB DESCRIPTION

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Position: Pharmacy Receptionist  
Department: Pharmacy  
Reports to: Director of Pharmacy  
FLSA Status: Non-Exempt  
Grade: 2

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### **GENERAL PURPOSE:**

Provide patient-centered care to meet the needs of the community with a focus on special populations. Working alongside our healthcare providers, we have taken an integrated approach to providing pharmacy services with the upmost quality care.

### **MAIN RESPONSIBILITIES & DUTIES:**

1. Performs administrative duties, including answering phones, receiving, and inputting prescription orders, operating cash registers, and restocking inventory.
2. Gathers, organizes, and assesses patient information.
3. Takes inventory of drugs on hand and records results.
4. Places orders for additional drugs as directed by the pharmacist.
5. Maintains electronic patient information.
6. Prepares billing information for medications.
7. Completes patients' sales transactions for purchase of prescription and over-the-counter medications as well as other pharmaceutical products.
8. Comply with ethical standards.
9. Perform of daily business operations through accuracy of work and compliance with regulations.
10. Adhere to health and safety regulations, and comply with all local, state, and federal laws and regulations.

### **Customer Service**

1. Great customer service skills.
2. Ability to multi-task, especially in a busy work environment.
3. Consistently punctual in reporting to work and to and from work breaks.
4. Maintain a good attendance record, keeping absenteeism at a minimum.
5. Regular attendance of team meetings and participate in mandatory in-service training.
6. Demonstrate self-motivation and the ability to work independently.
7. Demonstrate the ability to comply with established policies and procedures
8. Demonstrate good time management in the completion of job functions.

9. Demonstrate the ability to work in a team environment.
10. Observe work hours and time clock regulations.

### **QUALITIES & CHARACTERISTICS**

- 1) Maintains a professional relationship and positive attitude with co-workers the public, patients and all Ampla Health's staff, Board of Directors, and vendors.
- 2) Maintains the highest professional ethics and is honest in dealing with people; is a model for all employees through his/her actions.
- 3) Strive to learn more and is receptive to learning different ways of doing things.
- 4) Displays enthusiasm toward the work and mission of Ampla Health.

### **PROFESSIONAL KNOWLEDE, SKILLS & ABILITIES**

- 1) High School diploma or equivalent
- 2) Written and verbal communication skills in English commensurate with college level education, with preference given for written and verbal communication skills in Spanish.
- 3) Valid California Driver's License, proof of insurance, and personal transportation.
- 4) Demonstrate clear knowledge of Ampla Health's clinic structure, standards, procedures, and protocols.

### **COMMUNICATION SKILLS**

- 1) Must be able to interact with patients and staff courteously and calmly.
- 2) Ability to communicate well with the public.
- 3) Works well with co-worker and vendors in a generally comfortable environment office.

### **WORKING CONDITIONS & PHYSICAL REQUIREMENTS**

- 1) May require prolonged sitting.
- 2) Able to move up to 25 lbs. (small equipment, supplies, etc.)
- 3) Must be able to hear staff on the phone and those who are served in-person and speak clearly to communicate information to clients and staff.
- 4) Must be able to have vision which is adequate to read memos, a computer screen, registration forms and other clinic documents.
- 5) Ability to use general office equipment such as a computer, copy machine, telephone, etc.

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EMPLOYEE NAME(PRINT)

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EMPLOYEE SIGNATURE

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DATE