



Title: Pharmacy Technician Supervisor

Reports to: Pharmacy Director

Classification: Supervisor

Location: Boston

Job description revision number and date: V5; 10.27.2022

Organization Summary:

Community Care Cooperative (C3) is a 501(c)(3) non-profit, Accountable Care Organization (ACO) governed by Federally Qualified Health Centers (FQHCs). Our mission is to leverage the collective strengths of FQHCs to improve the health and wellness of the people we serve. We are a fast-growing organization founded in 2016 with 9 health centers and now serving hundreds of thousands of beneficiaries who receive primary care at health centers and independent practices across Massachusetts. We are an innovative organization developing new partnerships and programs to improve the health of members and communities, and to strengthen our health center partners.

Job Summary:

The Pharmacy Technician Supervisor is responsible for ensuring safe, timely, efficient, compliant and productive workflows in the operational and service areas in the pharmacy. The supervisor will lead the planning and implementation of new services, initiatives and foster staff development.

Responsibilities:

- Supports pharmacy by stocking, preparing and distributing medications.
- Helps health care providers and patients by greeting them professionally answering questions and requests, and referring inquiries to the pharmacist.
- Maintains pharmacy inventory, anticipating needed medications and supplies, placing and expediting orders, verifying receipt, and removing outdated drugs. Ensures separation of 340B drug inventories as applicable.
- Maintains a safe and clean pharmacy by complying with procedures, rules, and regulations.
- Protects patients and employees by adhering to infection-control policies and protocols.
- Organizes medications for pharmacist to dispense by interpreting medication orders and prescriptions, preparing labels, and calculating quantities.
- Maintains records by recording and filing physicians' orders and prescriptions.
- Generates revenues by calculating, recording, and issuing charges as applicable.
- Prepares reports by collecting and summarizing information.
- Contributes to team effort by accomplishing related results as needed.
- Participates in schedule making for the technicians.
- Takes an active role in inventory management.
- Assists the liaison between the pharmacy and the health center Contributes to team effort by accomplishing related results as needed.
- Supervision of technicians and technician workflow. Creates and maintains pharmacy technician schedules.



Required Skills:

- Previous experience in a pharmacy, retail, medical, or customer service setting
- Previous experience in leading a team
- Previous experience as a Pharmacy Technician (5-10 years)
- Experience managing multiple competing priorities; excellent prioritization skills
- Strong analytical and organizational skills including ability to analyze data to identify trends and communicate them through effective reporting methods
- Strong attention to detail
- Excellent oral, written, and verbal communication skills including experience presenting complex information to senior leaders
- Skilled in exercising a high degree of initiative, judgement, discretion, and decision making to achieve objectives
- Quick learner with customer service mindset

Physical Nature of the Job:

- Light work: Exerting up to 20 pounds of force frequently to move objects. Some elements of the job are sedentary, but the employee will be required to stand for periods of time or move throughout the pharmacy and health center

Desired Other Skills:

- Familiarity with the MassHealth ACO program
- Familiarity with Federally Qualified Health Centers
- Familiarity with 340B program
- Familiarity with adherence packaging and home delivery
- Experience with anti-racism activities, and/or lived experience with racism is highly preferred

Qualifications:

- High School diploma, GED, or equivalent
- PTCB National Certification Education
- State licensure/registration

***** In compliance with Covid-19 Infection Control practices per Mass.gov recommendations, we require all employees to be vaccinated consistent with applicable law. *****