

# TEXAS STATE BOARD OF PHARMACY

c/o Health Professions Council  
333 GUADALUPE ST, STE 2-220  
AUSTIN, TEXAS 78701  
(512) 305-8550  
(512) 305-8553 fax

## JOB VACANCY NOTICE Administrative Assistant IV Salary Group A15

Listing No. TBP10-006 Opening Date September 18, 2009  
Functional Title: Enforcement Technician Closing Date: October 2, 2009  
Type: Full-Time  
Beginning Salary: \$2,717/month  
Refer To: Paul Holder, RPh, PharmD, Assistant Director of Enforcement

### **JOB DESCRIPTION:**

The Texas State Board of Pharmacy (TSBP) is seeking a highly motivated individual to perform advanced (senior-level) administrative support work and technical program assistance work for Enforcement Division. Assist in the processing of complaints according to established procedures. Perform data entry of information relating to complaints and disciplinary actions. Assist in the monitoring of licensees who are on probation as a result of a disciplinary order entered by the Board. Communicate with agency customers verbally and in writing.

### **MINIMUM QUALIFICATIONS** (License, Education, Experience):

High school education or equivalent is required. Graduation or course work from an accredited four-year college or university is preferred. Two years experience as an administrative assistant is required. Previous experience in a pharmacy or health-care field is desirable. Must have demonstrated ability in the use of equipment and personal computers, including word processing and data entry. Knowledge of Microsoft Word is preferred. Must be able to demonstrate knowledge of business English, including terminology, spelling, and grammar.

### **REMARKS**

Application must be submitted with a cover letter that focuses on the applicant's unique qualifications for the position. Applicants who are selected for interviews will be required to complete skills tests in the Austin office. Must submit a State of Texas employment application. Application must be completed with all requested information. Incomplete & unsigned applications will not be considered. Resume may supplement, not replace application. Contact the Health Professions Council at 512/305-8550 for a detailed copy of job description and state of Texas application form. Job description may also be downloaded from the TSBP <http://www.tsbp.state.tx.us>.

The State of Texas application form may be downloaded from the Texas Workforce Commission's web site: <http://www.twc.state.tx.us/jobs/job.html>. **Mail or fax completed applications to: Health Professions Council, 333 Guadalupe St, Ste 2-220, Austin Texas 78701, FAX 512/305-8553.**

*This job is covered by the Fair Labor Standards Act (FLSA). Employees in jobs covered by FLSA who actually work in excess of 40 hours in a workweek receive time off at a time-and-one-half rate as the primary method of compensation in lieu of cash payment.*

*An Equal Employment Opportunity Employer  
TSBP does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, or veteran status.*

## TEXAS STATE BOARD OF PHARMACY

<b>POSITION TITLE:</b>	Enforcement Technician
<b>DIVISION:</b>	Enforcement
<b>SUPERVISOR:</b>	Director of Enforcement
<b>TEAM LEADER:</b>	Assistant Director of Enforcement
<b>STATE CLASSIFICATION TITLE:</b>	Administrative Assistant IV
<b>STATE CLASSIFICATION NUMBER:</b>	0156
<b>STATE PAY GROUP:</b>	A-15
<b>FLSA STATUS:</b>	Non-Exempt

### GENERAL POSITION SUMMARY:

Performs advanced (senior-level) administrative support work and technical program assistance work for Enforcement Division. Assists in the processing of complaints according to established procedures. Performs data entry of information relating to complaints and disciplinary actions. Assists in the monitoring of licensees who are on probation as a result of a disciplinary order entered by the Board. Communicates with agency customers verbally and in writing.

### REPORTING RELATIONSHIPS:

Works under the limited supervision of the Director and Assistant Director of Enforcement with considerable latitude for the use of independent judgment and initiative concerning priorities, methods, and procedures to accomplish duties within the limits of the agency's and Division's policies and procedures. Work is subject to review by Division Director and Assistant Director, Chief of Compliance, Compliance Officers, Enforcement Program Specialist, Compliance Specialist, and In-House Investigators.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

Performs complex technical assistance work relating to agency's enforcement program, including the complaint process and monitoring program. Work may include:

- Reviewing and evaluating the information contained in complaints received by the agency, including summarizing and coding complaint data on agency's worksheet.
- Performing data entry of complaint and disciplinary action information into agency's computer system, with proper codes.
- Communicating with complainants and subjects of complaints verbally and in writing regarding the receipt, status and disposition of complaints.

May analyze complex disciplinary orders to determine requirements of the orders and prepare letters to explain the various terms and conditions of the disciplinary orders.

May assist with the administrative processing of the complaints and disciplinary orders, including making copies of documents, preparing file jackets, and mailing documents.

May provide information and respond to inquiries regarding the laws and rules governing the practice of pharmacy. May serve as back-up to agency's receptionist.

May prepare routine and non-routine dismissal letters to subjects of complaints, using standard formats, and reviewing them for accuracy.

May prepare correspondence regarding agency's compliance program, such as letters granting expanded formulary requests to Class D pharmacies and letters acknowledging voluntary compliance with Warning Notices issued during compliance inspections.

May assist in monitoring licensees' compliance with the terms of disciplinary orders, such as determining if licensee has paid fines/fees and submitted required reports by due dates.

May assist with posting information regarding disciplinary orders, including entry of information on agency's website and dissemination of information to national databanks [e.g., National Association of Boards of Pharmacy (NABP) Disciplinary Clearinghouse and Healthcare Integrity and Protection Data Bank (HIPDB)].

Maintains confidentiality of complaint information and associated documents.

May assist with the maintenance of Division files, including the destruction of files in accordance with the agency's record retention schedule.

May sort, review, and distribute Division mail to the appropriate individual.

May maintain sign-in/sign-out sheets.

Determines work priorities and schedules time accordingly.

May perform duties of other Division administrative support staff in their absence.

Maintains sufficient supplies on hand.

Complies with all agency personnel policies, including regular attendance.

**OTHER DUTIES:**

Performs related duties as required.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Working knowledge of standard office procedures and administrative procedures.
- Working knowledge of office machines and equipment, including personal computer.
- Thorough knowledge of agency policies and procedures.
- Ability to access, input, and retrieve information from computer.
- Skill at typing quickly and accurately.
- Skill at reviewing documents for completeness and accuracy.
- Ability to interact with public in a courteous and effective manner.
- Ability to maintain effective working relationships with other employees.
- Ability to work independently.
- Ability to manage multiple priorities concurrently.
- Ability to develop and modify work procedures, methods and processes to improve efficiency.
- Interpersonal skills to interact with a variety of contacts professionally and tactfully.
- Ability to maintain confidentiality.
- Memory Skills.

## **EDUCATION AND EXPERIENCE REQUIREMENTS:**

High school education or equivalent is required. Graduation or course work from an accredited four-year college or university is preferred. Two years experience as an administrative assistant is required. Previous experience in a pharmacy or health-care field is desirable. Must have demonstrated ability in the use of office equipment and personal computers, including word processing and data entry. Knowledge of Microsoft Word is preferred. Must be able to demonstrate knowledge of business English, including terminology, spelling, and grammar.

## **LICENSE REQUIRED:**

None

## **ENVIRONMENT/PHYSICAL CONDITIONS:**

Normal office environment. Tobacco Free Work Place. Work involves sitting and operating a personal computer for long periods of time. Physical conditions will require a person with sufficient stamina to maintain a constant high level of concentration, frequently intense with many interruptions, for long periods of time. Work involves

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frequent verbal communications with others by telephone. Work involves reading and reviewing large numbers of documents. Work involves processing information quickly and accurately. Work involves frequent retrieval and replacement of files into 4- and 5-drawer vertical filing cabinets and lateral filing shelves, and transporting files between offices and filing cabinets.

*The specific statements shown in each section of this position description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.*