

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 Program Specialist III Salary Group B19

Listing No. TBP10-007 Opening Date September 28, 2009
Functional Title: Enforcement Specialist Closing Date: October 12, 2009
Type: Full-Time
Beginning Salary: \$3,402/month
Refer To: Janelle Nastri

JOB DESCRIPTION:

The Texas State Board of Pharmacy (TSBP) is seeking a highly motivated individual to perform complex technical assistance work and responsible oversight activities relating to the agency's program to monitor compliance with disciplinary orders. Work includes: (1) monitoring pharmacy technicians who are subject to disciplinary orders to determine if they are in compliance with the terms of their disciplinary orders; (2) overseeing the system involving random drug screens; (3) attending disciplinary conferences and conducting exit interviews with technicians to explain terms and conditions of proposed disciplinary orders; (4) initiating and investigating complaints against technicians who fail to comply with the terms of their disciplinary orders; (5) communicating with technicians, verbally and in writing; (6) communicating with mental health professionals regarding evaluations of pharmacy technicians who have or may have a drug or alcohol dependency; (7) preparing administrative reports; and (8) performing administrative duties including data entry duties.

MINIMUM QUALIFICATIONS (License, Education, Experience):

Graduation from a standard senior high school or equivalent. Graduation from an accredited four-year college or university with major course work in job-related field is preferred. Five years of job-related experience is required. Job-related experience includes responsible duties in administrative support or technical assistance work, program implementation work, regulatory program work, legal support, or investigative work. Previous work experience with chemical dependency/substance abuse programs, including drug screening procedures and reviewing/evaluating lab reports regarding drug screens, is highly desirable. Previous work experience monitoring compliance with the terms and conditions of disciplinary orders or court orders is highly desirable. Previous experience at the Texas State Board of Pharmacy or in a pharmacy licensed by TSBP is desirable. Must have demonstrated ability and experience with office equipment and computer software, including word processing and data entry. Knowledge of 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 do the following: (1) complete skills tests in the Austin office; and (2) provide an official college transcript if college level education is indicated on application. 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

POSITION TITLE:	Enforcement Specialist
DIVISION:	Enforcement
SUPERVISOR:	Director of Enforcement
TEAM LEADER:	Enforcement Program Specialist
STATE CLASSIFICATION TITLE:	Program Specialist III
STATE CLASSIFICATION NUMBER:	1572
STATE PAY GROUP:	B19
FLSA STATUS:	Non-Exempt
USPS POSITION #:	06040074

GENERAL POSITION DESCRIPTION:

Performs complex technical assistance work and responsible oversight activities relating to the agency's program to monitor compliance with disciplinary orders. Monitors pharmacy technicians who are subject to public rehabilitation disciplinary orders, including oversight of the system involving random drug screens. Attends informal settlement conferences and conducts exit interviews with pharmacy technicians to explain terms and conditions of proposed disciplinary orders. Initiates and investigates complaints against pharmacy technicians for non-compliance with the terms of their disciplinary orders. Communicates with mental health professionals regarding evaluations of pharmacy technicians who have or may have a drug or alcohol dependency. Communicates with pharmacy technicians verbally and in writing regarding substance abuse evaluations, terms of disciplinary orders, and other matters. Prepares administrative reports and performs other administrative duties, including data entry of disciplinary order information.

REPORTING RELATIONSHIPS:

Works under the moderate supervision of the Director of Enforcement and Enforcement Program Specialist with limited latitude for the use of initiative and independent judgment within the limits of the agency and Division policies and procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Monitors pharmacy technicians who have been the subject of disciplinary orders to determine if they are in compliance with the terms of their disciplinary orders. Work includes:

- establishing a system to determine if licensees have complied with the terms of their orders and monitoring system to determine if licensees have submitted required reports and other documents by due dates;
- reviewing required reports and other documents relating to compliance with disciplinary orders to determine if documents satisfy the terms of the orders; and

ESSENTIAL DUTIES AND RESPONSIBILITIES (continued):

- reviewing reports from drug screening management program to determine if licensee failed a drug screen or failed to submit to a screen on designated day.

Communicates with individuals (applicants for pharmacy technician registration or pharmacist licensure, pharmacy technicians and trainees, and pharmacists) who are required to submit to an evaluation by a mental health professional and instructs the individual on the evaluation process. Communicates with individuals as to results and outcomes of evaluation process.

Communicates with mental health professionals (MHPs) regarding criminal and/or medical history of applicable individuals. Analyzes evaluations by MHPs to determine if the evaluation is complete. Communicates with MHPs for clarification of results and recommendations made in the evaluation. Obtains additional documentation if required.

Attends informal settlement conferences in cases involving pharmacy technicians or applicants for pharmacy technician registration; conducts exit interviews with these individuals, following informal settlement conferences, regarding terms of proposed agreed board orders.

Analyzes terms and conditions of Disciplinary Orders entered against pharmacy technicians and accurately enters Order information into the agency's computer system.

Orders drug screens in accordance with established procedures.

Initiates complaints against pharmacy technicians who fail to comply with the terms of their disciplinary orders. Resolves complaints through verbal or written communications. Collects evidence, prepares investigative memos.

Communicates with pharmacy technicians, verbally and in writing, regarding the terms of disciplinary orders and compliance/non-compliance issues.

Prepares, reviews for accuracy, and processes written correspondence.

Communicates with Medical Review Officer and other representatives of drug screening management program regarding matters of mutual concern.

Prepares and maintains case files regarding licensees' compliance.

ESSENTIAL DUTIES AND RESPONSIBILITIES (continued):

Assists in the administrative processing of complaints, including the data entry of complaints, preparation of file jackets, and preparation of case file folders for subsequent referral to the agency's Legal Division.

Assists in the destruction of Division records, in accordance with the agency's approved record retention schedule. Completes required records of destruction.

Assists in the preparation of administrative reports.

Develops and implements techniques for evaluating program activities; identifies needed areas of change and makes recommendations to improve operations; assists and participates in developing division policies and procedures.

Complies with all agency personnel policies, including regular attendance.

OTHER DUTIES AND RESPONSIBILITIES:

Performs related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Thorough knowledge of laws and rules governing the practice of pharmacy.
- Thorough knowledge of agency policies and procedures.
- Ability to interpret and apply agency policies and guidelines.
- Ability to communicate clearly, both verbally and in writing.
- Ability to deal with professionals under adversarial conditions.
- Ability to maintain effective working relationship with other employees.
- Ability to manage multiple priorities concurrently and meet deadlines.
- Ability to work independently and manage time efficiently.
- Interpersonal skills to interact with a variety of contacts professionally, tactfully.
- Considerable knowledge of administrative procedures, standard office practices and office equipment, including personal computer, word processor and FAX.
- Skill at typing quickly and accurately.
- Skill at reviewing documents for accuracy.
- Ability to maintain confidentiality.
- Memory skills.

EDUCATION AND EXPERIENCE REQUIREMENTS:

Graduation from a standard senior high school or equivalent. Graduation from an accredited four-year college or university with major course work in job-related field is preferred. Five years of job-related experience is required. Job-related experience includes responsible duties in administrative support or technical assistance work, program implementation work, regulatory program work, legal support, or investigative work. Previous work experience with chemical dependency/substance abuse programs, including drug screening procedures and reviewing/evaluating lab reports regarding drug screens, is highly desirable. Previous work experience monitoring compliance with the terms and conditions of disciplinary orders or court orders is highly desirable. Previous experience at the Texas State Board of Pharmacy or in a pharmacy licensed by TSBP is desirable. Must have demonstrated ability and experience with office equipment and computer software, including word processing and data entry. Knowledge of Word is preferred. Must be able to demonstrate knowledge of business English, including terminology, spelling, and grammar.

LICENSE REQUIRED:

Current registration as a pharmacy technician is desirable.

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