

# 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 I (1570) Salary Group B17

Listing No. TBP10-008 Opening Date: September 28, 2009  
Functional Title: Enforcement Specialist Closing Date: October 15, 2009  
Type: Full-Time  
Beginning Salary: \$3,063/month  
Refer To: Carol Fisher

**[NEW POSITION – ANTICIPATED START DATE IS 12/01/09](#)**

### **JOB DESCRIPTION:**

The Texas State Board of Pharmacy (TSBP) is seeking a highly motivated individual to perform technical assistance work relating to the enforcement of laws and rules governing the practice of pharmacy. Work includes: (1) providing administrative support and technical assistance to the Director of Enforcement; (2) processing complaints in accordance with established policies and procedures, including data entry duties; (3) communicating with complainants and subjects of complaints, verbally and in writing; (4) responding to inquiries from applicants regarding the status of their applications; and (5) providing information regarding pharmacy laws and rules to agency customers, including technical interpretations of laws and rules.

Works under the direction and moderate supervision of Division Director with limited latitude for using initiative and judgment within the limits of the agency's and Enforcement Division's policies and procedures.

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

Graduation from an accredited four-year college or university is required. Three 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 at the Texas State Board of Pharmacy or in a pharmacy licensed by TSBP is desirable. Must have demonstrated ability and work 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 that shows college degree has been awarded. 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 Specialist
<b>DIVISION:</b>	Enforcement
<b>SUPERVISOR:</b>	Director of Enforcement
<b>STATE CLASSIFICATION TITLE:</b>	Program Specialist I
<b>STATE CLASSIFICATION NUMBER:</b>	1570
<b>STATE PAY GROUP:</b>	B17
<b>FLSA STATUS:</b>	Non-Exempt
<b>USPS Position #:</b>	06040024

### GENERAL POSITION DESCRIPTION:

Performs routine (journey-level) technical assistance work relating to the enforcement of laws and rules governing the practice of pharmacy. Provides services and technical assistance to Division Director to implement agency's enforcement program, including the complaint process. Processes complaints according to established policies and procedures, including data entry duties. Communicates with complainants and subjects of complaints, verbally and in writing. Provides information to agency customers.

### REPORTING RELATIONSHIPS:

Works under the direction and moderate supervision of Division Director with limited latitude for using initiative and judgment within the limits of the agency's and Enforcement Division's policies and procedures.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

Assists Director of Enforcement in accomplishing Division's goals and objectives. Work includes:

- Preparing administrative reports, including statistical reports regarding complaint information, and the Enforcement Division's annual report;
- Assisting with the preparation of quarterly and annual reports submitted to the Governor's Office and Legislative Budget Board regarding enforcement and peer assistance performance measures;
- Reviewing Division Director's incoming mail and determining appropriate course of action, to include routing mail to appropriate individual and composing written responses for Director's signature; and
- Assisting with scheduling and coordinating Division staff meetings.

Provides administrative support to Division Director and other Division staff as assigned.

Processes complaints in accordance with established policies and procedures. Work includes:

- Updating complaint and disciplinary order information in complaint tracking system;
- Referring case files to the agency's Legal Division for the institution of disciplinary action and ensuring case files are complete and accurate;
- Assisting in the preparation of memos to field enforcement staff regarding complaints, including requests for inspections;
- Preparing dismissal letters to subjects of complaints;
- Assisting in investigating/resolving complaints that are filed with agency; and
- Communicating with complainants and subjects of complaints verbally and in writing, regarding the receipt, status, and disposition of complaints.

Processes applications for licensure and registration in accordance with established policies and procedures. Work includes responding to inquiries from applicants regarding application status.

May analyze complex disciplinary orders to determine requirements and prepare letters to explain the various terms and conditions of the disciplinary orders. May assist other Division staff in monitoring the compliance of licensees and registrants who are subject to disciplinary orders. May post information regarding disciplinary orders to the agency's website.

May provide information regarding pharmacy laws and rules to agency customers, including technical interpretations of laws and rules.

May make travel arrangements for Division Director and other Division Staff in accordance with state requirements.

May perform duties of other Division administrative support staff in their absence.  
Maintains sufficient supplies on hand.

Determines work priorities and schedules time accordingly.

Complies with all agency personnel policies, including regular attendance.

**OTHER DUTIES AND RESPONSIBILITIES:**

Performs related duties as assigned.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Considerable knowledge and demonstrated ability to use standard office equipment and computer systems/software, including ability to access, input, and retrieve information from a computer.

Working knowledge and demonstrated ability of office practices and administrative procedures

Thorough knowledge of agency policies and procedures

Knowledge of State of Texas travel program rules and procedures

Ability to communicate clearly and effectively, both verbally and in writing

Speed and accuracy in data entry and word processing

Skill at reviewing documents for accuracy

Ability to work independently and manage time efficiently

Ability to manage multiple priorities concurrently

Ability to maintain confidentiality

Ability to meet rigid deadlines

Memory Skills

Ability to maintain files accurately

Interpersonal skills to interact with the public courteously and professionally

Ability to maintain effective working relationships with other employees

Ability to deal with professionals under adversarial conditions

Ability to interpret and apply agency policies and guidelines

Knowledge of the practice of pharmacy

Problem solving and reasoning skills to interpret and apply agency policies, pharmacy laws and rules, and recommend courses of action

#### **EDUCATION AND EXPERIENCE REQUIREMENTS:**

Graduation from an accredited four-year college or university is required. Three 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 at the Texas State Board of Pharmacy or in a pharmacy licensed by TSBP is desirable. Must have demonstrated ability and work 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:** None

#### **ENVIRONMENT/PHYSICAL CONDITIONS:**

Normal office environment. Tobacco free workplace. 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 for long periods of time. 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 transporting of files between offices and filing cabinets. Work involves frequent verbal communications with others.

*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.*