

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 Investigator III (1352) Salary Group B16

Listing No. TBP10-009 Opening Date: September 28, 2009
Functional Title: Enforcement Specialist Closing Date: October 23, 2009
Type: Full-Time
Beginning Salary: \$2,803/month
Refer To: Robert Rivera

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 complex investigative work relating to the enforcement of laws and rules governing the practice of pharmacy. Work includes: (1) reviewing and analyzing criminal history reports and determining whether an investigation should be initiated based upon established policies and procedures; (2) conducting investigations of registered pharmacy technicians and technician trainees who have committed criminal offenses; (3) preparing investigative reports and case files; (4) communicating with TSBP customers, verbally and in writing, including providing highly technical interpretations and explanations of pharmacy laws and rules; and (5) performing administrative duties, including data entry of complaint information.

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

MINIMUM QUALIFICATIONS (License, Education, Experience):

High school education or equivalent is required. Graduation from an accredited four-year college or university with major course work in job-related field is preferred. Three years of job-related experience is required. Job-related experience includes investigative work, handling/investigating customer complaints, or regulatory/legal program work or technical assistance. Previous experience at the Texas State Board of Pharmacy or in a pharmacy licensed by TSBP is desirable. Must have demonstrated ability of office equipment and computer software, including word processing and data entry. Knowledge of Word is desired. Must be able to demonstrate knowledge of business English, including terminology, spelling, and grammar.

Conditions of employment are: (1) must be able to complete and pass Texas Law Enforcement Telecommunications System (TLETS) class within one year from date of hire; and (2) must pass state and national fingerprint identification checks.

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 the 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 Administrator
STATE CLASSIFICATION TITLE:	Investigator III
STATE CLASSIFICATION NUMBER:	1352
STATE PAY GROUP:	B16
FLSA STATUS:	Non-Exempt
USPS Position #:	06040066

GENERAL POSITION DESCRIPTION:

Performs complex investigative work relating to the enforcement of laws and rules governing the practice of pharmacy. Reviews and analyzes criminal history reports and determines whether an investigation should be initiated based upon established policies and procedures. Conducts investigations of registered pharmacy technicians and technician trainees who have committed criminal offenses. Prepares investigative reports and case files. Communicates with Board customers, verbally and in writing, including providing highly technical interpretations and explanations of pharmacy laws and rules. Performs administrative duties, including data entry of complaint information.

REPORTING RELATIONSHIPS:

Works under the general supervision of the Director and Enforcement Program Administrator 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:

Reviews and analyzes reports received from the Federal Bureau of Investigation (FBI) and the Department of Public Safety (DPS) regarding criminal offenses committed by registered pharmacy technician and technician trainees. Determines whether an investigation should be initiated based upon established policies and procedures.

Conducts background investigations of individuals who are registered as pharmacy technicians or technician trainees. Work includes obtaining records from courts and law enforcement agencies regarding criminal offenses committed by pharmacy technicians or technician trainees. Determines appropriate court to contact (e.g., municipal; county; state or federal court).

Evaluates, summarizes, and documents investigative findings. Prepares written investigative reports. Ensures case files are complete and accurate.

ESSENTIAL DUTIES AND RESPONSIBILITIES (cont'd):

Refers case files to the agency's legal division for the institution of disciplinary action. Processes files in accordance with established policies and procedures.

Updates agency's computer tracking system, to include closing complaints. Ensures data entry of complaint information is complete and accurate.

Provides information, interpretation and explanation of laws and rules governing the practice of pharmacy to Board customers. Includes providing highly technical interpretations and explanations of pharmacy laws and rules by telephone.

Operates TLETS equipment in accordance with FBI and DPS guidelines.

May conduct criminal background investigations of individuals applying for a pharmacy technician or technician trainee registration. May communicate with applicants verbally and in writing regarding matters relating to their application (e.g., telephone calls and letters relating to the status of the application).

May attend and participate in reviews of complaints with Executive Director, Division Director, General Counsel and other legal/enforcement staff, to determine jurisdictional and evidentiary issues and other related matters.

May investigate complaints alleging violations of the laws and rules governing the practice of pharmacy. May include: interviewing complainants and subjects of complaints, taking written statements or affidavits from parties involved, collecting evidence, and reviewing/preparing evidence for referral to the agency's legal division.

May resolve complaints through verbal or written communications, as assigned, in accordance with established policies and procedures.

May communicate with complainants regarding the receipt, status, and disposition of their complaints. May receive new complaints by telephone or in person.

Assists in the development of Division policies and procedures.

Determines work priorities and schedules times accordingly.

Complies with all agency personnel policies, including regular attendance.

OTHER DUTIES:

Performs related duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Working knowledge of basic investigative methods and procedures.
- Thorough knowledge of agency policies and procedures. Ability to interpret and apply agency policies and guidelines.
- Thorough knowledge of laws and rules governing the practice of pharmacy.
- Working knowledge of office machines and equipment, including ability to access, input and retrieve information from a computer.
- Ability to communicate clearly, both verbally and in writing.
- Ability to deal with professionals under adversarial conditions.
- Ability to manage multiple priorities concurrently and meet deadlines.
- Problem solving and reasoning skills to recommend courses of action based on interpretation and application of court decisions, laws, rules and procedures.
- Interpersonal skills to interact with a variety of contacts professionally and tactfully.
- Ability to maintain effective working relationships with other employees.
- Speed and accuracy in data entry and word processing.
- Skill at reviewing documents for accuracy.
- Ability to develop and modify work procedures to improve efficiency.
- Ability to work independently and manage time efficiently.
- Ability to maintain confidentiality.
- Ability to maintain files accurately.
- Memory skills.

EDUCATION AND EXPERIENCE REQUIREMENTS:

High school education or equivalent is required. Graduation from an accredited four-year college or university with major course work in job-related field is preferred. Three years of job-related experience is required. Job-related experience includes investigative work, handling/investigating customer complaints, or regulatory/legal program work or technical assistance. Previous experience at the Texas State Board of Pharmacy or in a pharmacy licensed by TSBP is desirable. Must have demonstrated ability of office equipment and computer software, including word processing and data entry. Knowledge of Word is desired. Must be able to demonstrate knowledge of business English, including terminology, spelling, and grammar.

LICENSE REQUIRED:

Conditions of employment are: (1) must be able to complete and pass Texas Law Enforcement Telecommunications System (TLETS) class within one year from date of hire; and (2) must pass state and national fingerprint identification checks.

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, frequently intense with many interruptions, for long periods of time. Work involves reading and reviewing large numbers of documents. Work involves processing information quickly and accurately. Work involves the frequent retrieval and replacement of files into 4 and 5 drawer filing cabinets, and transporting of files between offices and filing cabinets. Work involves the lifting of boxes of records, evidence, and other documents weighing more than ten (10) pounds. Work involves frequent verbal communications with others, in person and by telephone. Work may involve traveling to conferences and meetings.

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.