



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
11/13/13

Agency: OREGON BOARD OF PHARMACY

Facility: Portland State Office Building

[] New [x] Revised

This position is:

- [x] Classified
[] Unclassified
[] Executive Service
[] Mgmt Svc - Supervisory
Mgmt Svc - Managerial
[] Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

a. Classification Title: Office Specialist 2
b. Classification No: C0104
c. Effective Date: 7/1/13
d. Position No: 0000585
e. Working Title: Receptionist
f. Agency No: 85500
g. Section Title: Administration
h. Budget Auth No: 001001800
i. Employee Name:
j. Repr. Code: OA C0104 AA
k. Work Location (City - County): Portland/Multnomah
l. Supervisor Name (Optional): Christine Hennigan
m. Position: X Permanent [] Seasonal [] Limited Duration [] Academic Year
X Full-Time [] Part-Time [] Intermittent [] Job Share
n. FLSA: [] Exempt [x] Non-Exempt
If Exempt: [] Executive [] Professional [] Administrative
o. Eligible for Overtime: [x] Yes No

SECTION 2. PROGRAM AND POSITION INFORMATION

a. Describe the program in which this position exists. Include program purpose, who is affected, size, and scope. Include relationship to agency mission.
The mission of the Board of Pharmacy is to promote, preserve, and protect the public health, safety and welfare of Oregonians by establishing high standards in the practice of pharmacy and by regulating the quality and distribution of drugs in Oregon.
The Oregon Board of Pharmacy accomplishes its mission through the regulation of the practice of pharmacy and the regulation and control of drug outlets involved in the manufacture, production, sale and distribution of legend (prescription) drugs, over the counter (nonprescription) drugs, controlled substance (addicting) drugs, and devices and other materials as may be used in the diagnosis and treatment of injury, illness and disease.
"Practice of pharmacy" means the interpretation and evaluation of prescription orders; the compounding, dispensing, labeling of drugs and devices; the participation in drug selection and drug utilization reviews; the administration of vaccines and immunizations; the administering of drugs and devices and the maintenance of proper records therefore; the responsibility for advising, where necessary or where regulated, of therapeutic values, content, hazards and use of drugs and devices; the monitoring of therapeutic response or adverse effect to drug therapy; and the offering or performing of those acts, services operations or transactions necessary in the conduct, operation, management and control of pharmacy.

“Drug outlet” means any pharmacy, nursing home, shelter home, convalescent home, extended care facility, drug abuse treatment center, penal institution, hospital, family planning clinic, retail store, wholesaler, manufacturer, mail-order vendor or other establishment with facilities located within or out of this state that is engaged in dispensing, delivery or distribution of drugs within this state.

b. Describe the primary purpose of this position, and how it functions within this program.

Complete this statement. The primary purpose of this position is to: greet the public, answer and route telephone calls to the appropriate personnel; distribute mail; receive payments, create daily deposit reports and electronic deposits. This position also provides support to the Licensing Team as well as general clerical support for the Office Manager & Management Staff as needed.

SECTION 3. DESCRIPTION OF DUTIES

The employee in this position is expected to recognize their responsibility to act ethically at all times in accordance with the very highest standards of integrity.

Regular attendance is an essential function required to meet the demands of this job and to provide necessary services.

The incumbent is expected to perform position duties in a manner which promotes professionalism, customer service and excellent working relationships, including treating all persons courteously and respectfully; engage in effective team participation through willingness to assist and support co-workers, supervisors, and other work-related persons and organizations; develop good working relationships with agency staff and supervisors through active participation in group projects and in identifying and resolving problems in a constructive, collaborative manner; demonstrate openness to constructive feedback and suggestions, in an effort to strengthen work performance, and contribute to a positive, respectful and productive work atmosphere.

List the major duties of the position. State the percentage of time for each duty. Mark “N” for new duties, “R” for revised duties or “NC” for no change in duties. Indicate whether the duty is an “Essential” (E) or “Non-Essential” (NE) function.

% of Time	N/R/NC	E/NE	DUTIES
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Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.

75%	R	E	<p>RECEPTIONIST: Greet the public, Board, committee members, and licensees who come to the Board office; answer the Board's incoming telephone calls (approximately 100 per day). Maintain agency visitor log. Screen and route calls to the appropriate staff, making judgment about who should handle specific calls especially when staff is limited (those in the field vs., those in the office). Assists by providing basic information about licensing requirements and license application status.</p> <p>Respond to a variety of telephonic requests for routine information, including copies of laws and rules, continuing education approval forms, and licensure applications, and fingerprint packets by putting together and mailing out appropriate materials or material previously put together by other staff members.</p>
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		<p>Sort and distribute incoming mail. Retrieve agency mail from the mailroom and inter-agency shuttle mail daily. When certain staff are out, must be able to distinguish important or urgent mail so that necessary responses and the appropriate course of action can be made by the appropriate staff.</p> <p>Process requests for W-9 forms.</p> <p>Process payments mailed to the office daily; review payment and initial application information for accuracy, if accurate, enter payment and initial application information into licensing database, prepare bank deposit and deposit listing, including revenue codes, and deposit via US Bank's On-Site electronic deposit (OED) system. Shred deposited checks daily based on retention schedule for retaining checks. Pull daily reports from OED verifying deposit was accepted and deposited. Maintain spreadsheets using Microsoft Excel.</p> <p>Recommends and makes updates to the Front Desk Procedure Manual. Provides updates to the licensing manual for the procedures relating to the front desk. Provides in person cross-training to other staff on the procedures of the front desk.</p> <p>Maintain various record keeping and filing systems - General correspondence, initiates purging of files within area of responsibility in compliance with approved retention schedules.</p> <p>Monitor and review incoming e-mail directed to the Board on a daily basis; forward to appropriate staff.</p> <p>Retrieves records and enters licensee address, employment changes and facility Pharmacist In Charge changes into licensing database on a daily basis and files documents in licensing files.</p> <p>Maintain supply inventory and prepare weekly supply order for approval; assist with agency mailings.</p> <p>Responsible for keeping accurate records of parking stickers and advising the Office Manager when to order more.</p> <p>Responsible for daily upkeep, maintenance, and cleanliness of common areas, including meeting rooms and break room. This includes recycling papers, cardboard and emptying recycling bins. Responsible for hospitality setup and cleanup for meetings.</p> <p>Assist Licensing Representatives as needed with projects that may include: filing, mailing preparation, data entry into the</p>
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			licensing database and other tasks as needed.
25%	NC	E	<p>OFFICE SUPPORT: Maintain and troubleshoot office equipment such as: photocopier, fax and printers. This includes daily stocking of paper, toner and contacting vendors for maintenance and supplies etc. as needed.</p> <p>Advise Office Manager or other appropriate staff when printing orders need to be made. Make recommendations for quantities needed according to current and upcoming needs of the office. Once approved, log into secure ordering systems to place supply and printing orders, review proofs and get manager approval on all orders before confirming print order.</p> <p>Complete monthly copier usage report for vendor on the 1st of each month.</p> <p>Researches previous orders as necessary to ensure order is correct. Check in and verify all products and supply orders for completion and accuracy. Work with directly with vendors to correct discrepancies.</p> <p>Assist the Office Manager or other managers as needed.</p> <p>Other duties as assigned.</p>

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

Incumbent is required to perform duties in a fast paced open, noisy office environment with many interruptions. This individual may at times interact with consumers or licensees that telephone or come to the Board office that might be angry or upset.

Use of a headset is an option.

On-going working conditions require repetitive use of hands and fingers (e.g., use of a computer keyboard). May require lifting and carrying materials up to 50 lbs., including boxes, equipment, and stooping or kneeling (e.g., to pick up items from the floor, to remove and replace items on lower shelves, and to file documents in lower file drawers). Sitting for long periods of time (4-8 hours) are necessary.

Work may be physically demanding at times and may require a relatively high level of physical endurance

This position requires active, energetic and highly motivated employee who can work independently, but also work well in a team setting.

Contacts

This individual spends a majority of time greeting the public, answering the phone, routing calls or answering questions from licensees, registrants, other health care professionals and the general public in person, via telephone or email depending on the nature of the call.

- Frequent contact with applicants and licensees
- Contact with consumers regarding complaints
- Ongoing contact with practicing pharmacists and other health care providers
- Contact w/the public
- Contact w/Oregon Board of Pharmacy Board Members.

This position requires working with highly sensitive and confidential information. Maintaining confidentiality is essential; trustworthiness and honesty are absolutely necessary.

Employees of the Oregon Board of Pharmacy are required to meet the highest standards of professional conduct and ethics while on the job, and also to maintain those same high standards when taking actions in their personal lives that could reflect on the agency.

SECTION 5. GUIDELINES

a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

The primary guidelines used in this position are the Front Desk Manual, Licensing Manual, Oregon Pharmacy Laws and Rules; and Records Management Manual relative to various retention schedules for records.

Agency and State Policies and Procedures
OBOP Affirmative Action Policy

b. How are these guidelines used?

These guidelines are used on a daily basis to explain requirements and policies to applicants, licensees and the general public who call or come to the office.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Who Contacted	How	Purpose	How Often?
Licensees	telephone/in person/written	Customer Service	daily
Board members	telephone/in person/written		daily
General public	telephone/in person/written		daily
Other State/Federal agencies	telephone/in person/written		daily
Other licensing Boards	telephone/in person/written		daily
Out-of-State agencies and Boards	telephone/in person/written		daily

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.

The incumbent of this position decides the correct materials to send to the public and licensees, depending upon the request, such as: a purchase for laws and rules, fingerprint packet, applications, etc.; distinguishes when a routine call becomes non-routine and should be turned over to another appropriate staff member. The individual must know how to ask questions to determine what the contact or customer needs and to whom they should direct the call. This person must be familiar with emergency guidelines.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Office Manager	0000571	intermittently	daily/weekly/ monthly	to determine performance strengths & weaknesses, level of performance and to evaluate workload
Administrative Director	0000591			

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

SECTION 9. OVERSIGHT FUNCTIONS

THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

a. How many employees are directly supervised by this position? 0

How many employees are supervised through a subordinate supervisor? 0

b. Which of the following activities does this position do?

- | | |
|--|--|
| <input type="checkbox"/> Plan work | <input type="checkbox"/> Coordinates schedules |
| <input type="checkbox"/> Assigns work | <input type="checkbox"/> Hires and discharges (Effective Recommendation) |
| <input type="checkbox"/> Approves work | <input type="checkbox"/> Recommends hiring |
| <input type="checkbox"/> Responds to grievances | <input type="checkbox"/> Gives input for performance evaluations |
| <input type="checkbox"/> Disciplines and rewards | <input type="checkbox"/> Prepares & signs performance evaluations |

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

ADDITIONAL REQUIREMENTS: List any knowledge and skills needed at time of hire that are not already required in the classification specification:

Strong organizational skills are imperative. Priorities constantly change due to workload, flexibility is essential. Must know how to prioritize responsibilities daily. Accuracy and attention to detail is a must. Also required to handle several projects at a time while responding to telephone inquiries and yet remain calm and courteous. The ability to communicate effectively is essential. Confidentiality is imperative and the individual must be proficient with Microsoft Office, especially Outlook, Word, and Excel.

Requires a Nationwide fingerprint criminal background check. Any history of criminal activity will be reviewed and may result in termination of employment.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following: N/A

Operating Area	Biennial Amount (\$00000.00)	Fund Type
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>		
N/A	N/A	N/A

SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, employee's name and position number.

SECTION 12. SIGNATURES

Employee Signature

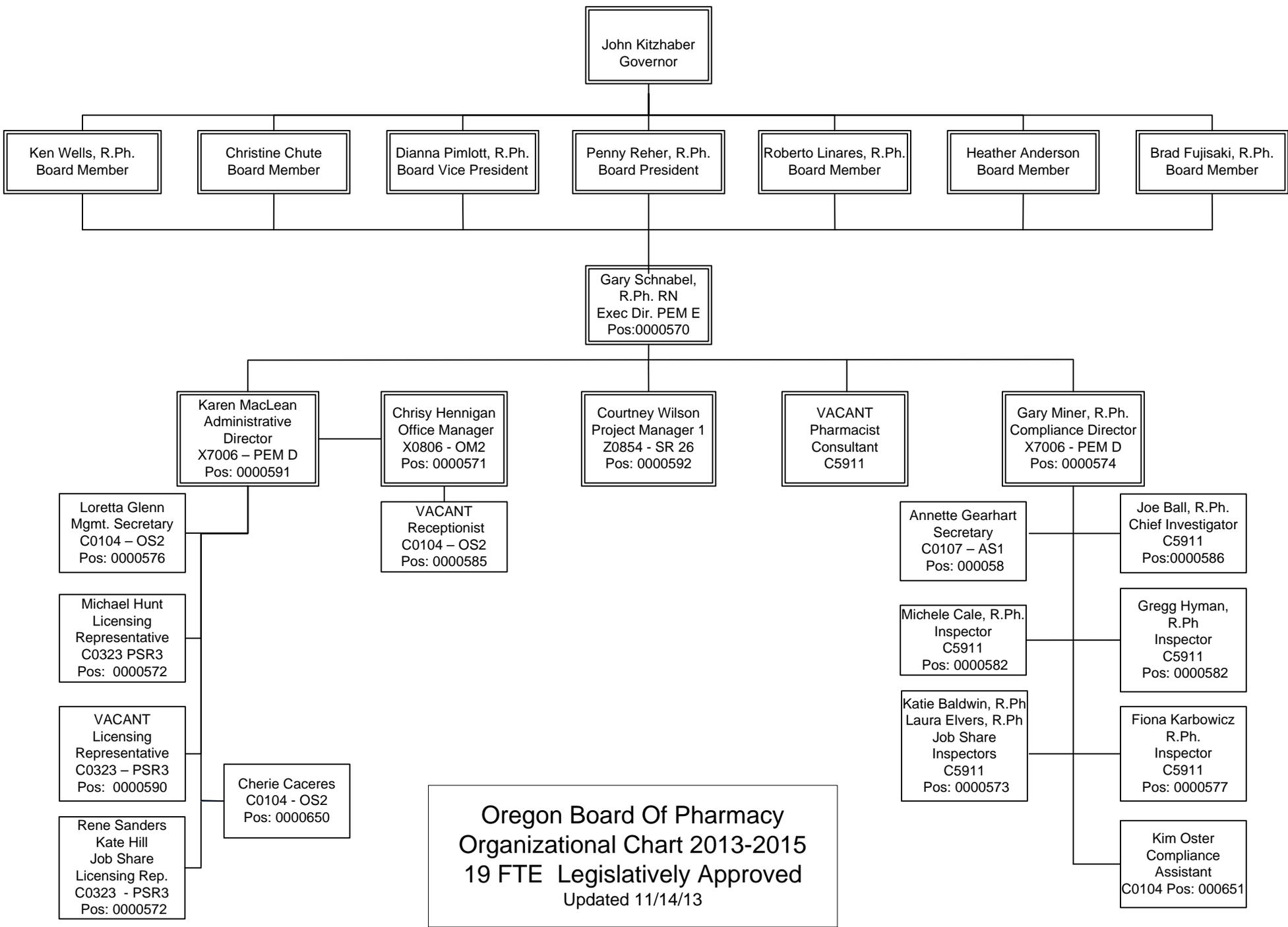
Date

Supervisor Signature

Date

Appointing Authority Signature

Date



Oregon Board Of Pharmacy
Organizational Chart 2013-2015
19 FTE Legislatively Approved
 Updated 11/14/13