



# State of Oregon Position Description

**Company:** Oregon Board of Pharmacy  
**Organization:** Licensing - BOP  
**Service Type:** Representable Classified

## SECTION 1. POSITION INFORMATION

**Job Profile Title:** Office Specialist 2  
**Job Profile ID:** C0104

**Business Title:** Office Specialist 2 - SR15 - Non Exempt  
**Position ID:** TBD

**Employee Name:**  
**Company ID:** 85500

**Representation:** OAS  
**Budget Auth No:** Non-Budgeted

**Location:** Portland | BOP

**Supervisor:** Chrisy Hennigan (Business Operations Supervisor 1)

**Position:** Receptionist

**Time Type:** Full Time

**FLSA:** Non Exempt

**Exempt Reason:**

**Overtime Eligible:** Yes

**Employee Type:** Limited Duration

## SECTION 2. JOB DESCRIPTION SUMMARY

**Describe the program in which this position exists. Include program purpose, who is affected, size, and scope. Include relationship to agency mission.**

The Board of Pharmacy serves to promote and protect public health, safety and welfare by ensuring high standards in the practice of pharmacy and through effective regulation of the manufacture and distribution of drugs.

The Board is governed by a nine-member board that is Governor/Senate Confirmed. This position is in the Licensing Department which consists of 6 licensing representatives and one program director. The Board licenses, registers and regulates over 30,000 individuals and facilities. The licensing department is responsible for the initial licensure/registration of 30+ categories of licensure. The biennial budget for all programs is approximately \$11 million biennially and with 24 FTE.

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. The Board is also charged with the responsibility of developing and implementing a recovery program for chemically dependent licensees regulated by the Board.

“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, student health center, retail store wholesaler, manufacturer or mail order vendor with facilities located within Oregon or outside of Oregon that is engaged in dispensing, delivery or distribution of drugs within Oregon.

The primary purpose of this position is to provide specialized clerical, and technical support for the day to day operations of the licensing and registration program of the Board for individuals and facilities

### **SECTION 3. JOB DESCRIPTION**

**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.**

#### **55% E - R - Licensing Program Support, Records Processing & Technical Assistance**

- Provide technical explanations of applicable OARs, ORSs, policies and procedures and requirements for licensure and other agency programs to applicants, licensees/registrants and other interested parties as needed.
  - Ensure that licensing laws, rules, policies and procedures are performed in accordance with program standards and aligned with the Board’s mission.
  - Communication is performed over the telephone, in person and through written correspondence/email.
- Monitor licensing department email box, provide initial responses to inquiries and forward to appropriate team members for follow-up.

- Accurately scan licensing documents, create electronic storage folders, retrieve, review and verify that information has been accurately and completely entered in the electronic licensing records / database and agency electronic filing system (Content Manager) using appropriate naming conventions.
- Perform licensing reviews for applications to ensure and/or identify compliance with licensing and registration requirements prior to issuance. This includes analyzing applications for qualifications in accordance with Oregon Administrative Rules (OAR) and Oregon Revised Statutes (ORS). Analysis of applications includes the review of applications and associated documentation provided to ensure qualifications for licensure/registration and renewal are met. This may include review of background checks through the LEDS system, exam and educational credentials, license verifications from other states, business ownership, certifications, bonding, criminal history and disciplinary actions in other states.
- Perform annual Continuing Pharmacy Education (CPE) audits to ensure that licensees are in compliance with applicable CPE rules and have honestly attested to maintaining current and relevant education to protect and promote patient safety.
- Assist with database record cleanup of records prior to implementation of a new licensing database system.

#### **25% - NE - R – General Office Duties**

- Support the infrastructure of the office by providing technical and clerical support for the day-to-day operations.
- Act as initial phone contact and triage inquiries requiring technical licensing knowledge to ensure accurate and timely responses.
- Evaluate questions or other communications, on a case-by-case basis, to explain general requirements to help individuals understand agency policies and procedures and where to find additional resources.
- Open, process and distribute daily mail. Includes mail collection, mail opening and preparation for distribution, same day preparation and delivery of outgoing mail.
- Print and prepare licenses for mailing to ensure their timely receipt for licensee/registration posting.
- Perform scanning and electronic filing of agency records for electronic document retention.
- Actively share information and provide assistance to licensing team members and other agency staff.

#### **15% E- R - Accounts Receivable**

- Prepare daily reconciliation of check payment records ensuring precise allocation in accordance with accounting procedures.
- Scan checks into Singlepoint to complete the daily deposit.

- Prepare daily check payment reconciliation reports.
- Provide daily accounting reconciliation reports to Office Manager for verification and allocation to revenue codes.
- Ensure that payment information has been accurately entered and allocated in each electronic accounting record.

#### **5% - NE - R - Process Improvements and Other Duties as Assigned**

- Maintain program task manuals to ensure standard and consistent operating standards and procedures.
- Draft and/or update current program task manuals to provide standard and consistent operating standards for approval by Licensing and/or Compliance Director.
- Assist with development of process improvements in licensing workflows to support efficiency, electronic records and information technology improvements.
- Provide input and recommendations based on specialized technical experience for improvement of agency licensing processes and procedures, general correspondence, agency website and electronic applications for initial licensure/registration and renewal for ease of use by the public.
- Serve as backup IRT member.
- Provide technical support during evacuations and emergency processes.
- Other duties or special assignments as assigned.

## **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.**

This position spends significant periods of time answering questions from applicants, licensees, registrants, other health care professionals and the general public in person, via telephone or email.

Frequently communicates with individuals who may be angry, frustrated or disgruntled. Must be able to exchange accurate information and maintain composure and professionalism in these situations.

Constantly operates a computer and other office equipment (i.e., fax/copier/scanner/printer)

May have to move boxes of envelopes, license stock, other materials up to 35 lbs. from the storage area for use in the licensing department or other area within the office space.

This position requires employees who can work independently and work well in a team setting.

This position is not currently suitable for remote work options.

## SECTION 5. GUIDELINES

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

The primary guidelines used in this position are Oregon pharmacy laws and rules; office policy and procedures manual; and Records Management Manual relative to various retention schedules for records.

Agency and State Policies and Procedures

OBOP Strategic Plan

OBOP DEIB Plan

OBOP Affirmative Action Policy

Oregon Accounting Manual

Building Evacuation Manual

**How are these guidelines used?**

Must be able to explain licensure requirements to interested callers. Laws and rules, policies and procedures are used daily in explaining requirements and policies to licensees and the general public. Must know and understand records management guidelines for the various retention schedules. These guidelines are used on a daily basis to explain requirements and policies to 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	How	Purpose	How Often?
Associations, Credentialing, Agencies, Universities & Schools	In person, by mail, email or telephone	Requests for information on licensees or applicants. Coordination of information regarding license, exam and disciplinary actions	As Needed
Board Members	In person, by mail, email or telephone	Furnish information if requested	As Needed
General Public	In person, by mail, email or telephone	Answer questions regarding the licensing, exam, renewal processes and general agency related questions.	Daily
Licensees/applicants	In person, by mail, email or telephone	Answer questions regarding the licensing, exam, renewal processes and general agency related questions	Daily
Other Licensing Boards	In person, by mail, email or telephone	Requests for information on licensees or applicants. Coordination of information regarding license, exam and disciplinary actions	As Needed
Other state agencies, licensing boards (in and out of state)	In person, by mail, email or telephone	Answer questions regarding the licensing, exam, renewal processes and general agency related questions	As Needed

## SECTION 7. POSITION RELATED DECISION MAKING

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

Independent judgment is used daily to analyze and review applications and renewal information for compliance with complex laws, rules, and policies and procedures of the agency. This position analyzes qualifications and works with applicants and licensees/registrants to apply and enforce applicable Board policies, laws and rules.

This position decides how and with what materials are presented to Licensing Representatives, the Director, Compliance Department, and agency management; failure to present clear or complete information can have a significant delay and economic impact on applicants, licensees, registrants and agency services.

## SECTION 8. REVIEW OF WORK

<b>Job Profile</b>	<b>Position ID</b>	<b>How</b>	<b>How Often</b>	<b>Purpose of Review</b>
Business Operations Supervisor 1 - SR24 - Exempt	0000654 / 000000006753	In Person, by mail, email Regularly or telephone		Quarterly Performance Feedback sessions are performed for the purpose of planning for the purpose of evaluating the quality of work, and to review and update individual priorities and problem solve. The purpose of this review is to assess the employee performance against the criteria established between the manager and the employee as set out in the employee's position description, work plan, previous performance evaluations and goal and objectives set for the upcoming year.

## SECTION 9. OVERSIGHT

**What are the oversight activities for this position?**

## SECTION 10. ADDITIONAL POSITION RELATED INFORMATION

**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. Accuracy and attention to detail is a must. Also required to manage the prioritization of several projects at a time while responding to telephone inquiries and yet remain calm and courteous. The individual in this position must be proficient with Microsoft Office, especially Outlook, Word, Excel and Teams.

Security of login and password information for various systems (NABP, LEDS, NHA, PTCB, US Bank, etc..) must be maintained according to all applicable Security Policies.

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

The employee 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.

The employee is responsible to promote and cultivate an inclusive, diverse and harassment-free workplace, to build and sustain professional and collaborative relationships with all contacts, and to contribute to a positive, respectful, professional and productive work environment. Ensure regular, punctual attendance, and perform duties safely while adhering to all policies and procedures. To work in a team-oriented setting requires participation, collaborative interactions and a solution focused mindset. Maintain knowledge of the Affirmative Action and DEIB Plan and the agency's diversity goals and initiatives.

The Board of Pharmacy strives to be a diverse, equitable, and inclusive agency that implements an equitable and inclusive planning program for Oregon. Efforts are supported by the State of Oregon Diversity, Equity and Inclusion Action Plan and an agency Diversity, Equity and Inclusion (DEI) Committee. Employees of the Oregon Board of Pharmacy are required to meet the highest standards of professional conduct and ethics while employed by the agency.

## SECTION 11. BUDGET AUTHORITY

If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount	Fund Type
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## SECTION 12. ORGANIZATIONAL CHART

See Organizational Chart (attach copy or view within Workday).

## SECTION 13. SIGNATURES

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Employee

Date

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Manager

Date

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Appointing Authority

Date