

“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 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.

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: oversee the day to day office operations and provides administrative support to agency management. The incumbent in this position prepares all accounts payable, facilitates payroll, IT services and serves as the webmaster and database administrator. This position assists in the preparation of budget documents, monitors monthly accounting reports. Participates with the Administrative Director, Executive Director, Compliance Director and Licensing Program Supervisor and the Board as part of the management team to discuss agency goals, strategies and improvement of agency procedures and processes.

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 employee in this position is expected to establish daily priorities. If there are workload issues, or there is a delay in performing regular duties, it is expected that the employee will advise their supervisor to assist in setting priorities.

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 curser at end of a row (outside table) and hit “Enter”.

40%	R	E	<p>As a member of executive staff participates in executive staff and Board meetings for agency planning and development of 5 and 10 year plans and annual agency goals and objectives and agency resource allocation; and problem resolution; participates in agency decision making on issues of statewide impact such as what is the best action plan to address problems and meet agency goals. Completes assignments received in management team meetings.</p> <p>Looks at trends and other information to prepare comprehensive reports of findings and recommendations/action plans for change; reviews and drafts recommended changes to agency policies, and procedures; fields inquiries and determines whether to refer on to appropriate staff or researches and responds; advises manager of inquiries and responses.</p>
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			<p>Develop or maintain office procedures. Track key performance measures and draft Annual Performance Progress Report (APPR) for review; make revisions to work practices to increase efficiency.</p> <p>Responds to complex or hostile inquiries from the public and licensees, via phone, fax or in person, about agency / program and information and services. Directs inquiries as necessary.</p> <p>Interpret, explain and / or clarify Oregon administrative rules, statutes, processes and procedures to incoming callers when necessary.</p> <p>Provides design and maintenance of templates for database for the production of licenses, forms and routine correspondence. Designs and generates agency reports through licensing database and Crystal Reports.</p> <p>Assist with and gather information needed for budget documents.</p> <p>Prepares statistical reports for Board meetings and office staff as needed. Advises the Administrative Director of necessary or desirable changes in processes and procedures.</p> <p>Backup to the Licensing Manager for Accounts Receivable: Records accounts receivable into database, and prepare daily reconciliation of records relating to licensing transactions. Provide daily accounting reconciliation reports to DAS Shared Financial Services for daily verification and processing.</p> <p>Assists with the development, design and maintenance of agency filing systems. Acts as custodian of agency forms.</p> <p>Maintain various record keeping and filing systems, initiates destruction of paper and electronic files within area of responsibility in compliance with approved retention schedules.</p> <p>Designs, develops and maintain systems and procedures to assure confidentiality of sensitive nonpublic records. Develop and implement new or revised procedures as needed to improve operational efficiency.</p>
15%	R	E	<p>Agency contact for DAS Payroll. Maintains work and vacation schedules. Locks payroll monthly after thorough review of staff monthly hours worked once approved by manager. Reviews monthly payroll reports and accrual sheets for accuracy. Consults with employee and the payroll department to correct discrepancies.</p> <p>Maintains Board payroll records and responds to requests, including government surveys relating to staff and payroll statistics.</p>
15%	R	E	<p>Agency IT Coordinator and Database Administrator</p> <p>Serves as the agency contact with Board's IT Contractor: to create new users, address security issues, server administration, online web interface & transactions, database imports and exports.</p> <p>Coordinates with IT Contractor for ongoing software/hardware/network purchase and maintenance for desktop, laptops, iPads, offsite access, portal, scanners etc. Manage iPad use, apps and content. Provides basic network administration functions.</p> <p>Agency Licensing and Compliance Database Administrator which includes: system setup, new user setup, license maintenance, report development, assists with development of forms. Interfaces with users and vendor support.</p> <p>Serves as agency contact for all phones and services, data plans etc.</p>

30%	R	E	<p>Administrative Duties</p> <p>Provides Notary service to agency staff and customers.</p> <p>Coordinates use and maintenance of state vehicles.</p> <p>Attends bi-monthly Board Meetings when required. Assists with the setup of projection equipment, conference phone, laptops, iPads and network access in meetings.</p> <p>Evaluates and makes recommendations for agency needs related to purchasing, office equipment, maintenance contracts and telecommunications.</p> <p>Types forms or documents such as purchase orders, property disposition requests, printing orders, requisitions and correspondence; enters information into computer, or maintains manual records on items ordered, pending and received. Electronically files invoices, vouchers, purchase orders, and other documents; maintains agency records (e.g., keys issued, vehicles, credit cards, and parking assignments); verifies numbers and dollar amounts on documents such as purchase requests, purchase orders and invoices; submits vouchers to Shared Client Services for payment.</p> <p>Authorizes the commitment, tracking and payment of accounts payable. Reviews and approves requests for payments and reimbursements for Board members and staff. Facilitates the approval of requests for payment and reimbursements for the Executive Director by the Board President.</p> <p>Facilitates conference/training registration applications processing and payment processing through Shared Client Services.</p> <p>Backup agency Travel Coordinator, arranges travel itinerary and accommodations when Travel Coordinator is not available.</p> <p>Authorized SPOTS card user.</p> <p>Makes expenditure projections, monitor and track monthly expenditures as needed.</p> <p>Serves as Agency liaison to US Bank for E-Payment and Electronic Deposit services. Serves as Agency liaison to Oregon State Treasury for the agency account.</p> <p>Assists in the development of project timelines. Monitors project expenditures to ensure that the project meets established timelines and budgetary projections. Assists with the development of new project progress reports for the Executive Director, Administrative Director and Legislature or the Emergency Board as required.</p> <p>Assists with Agency contracting. Posts contract data in ORPIN including invitations to bid, bid evaluations and contracts.</p> <p>Advises and assists the agency Directors with coordination of feasibility studies and development of information system for the agency.</p> <p>Creates procedural, policy and personnel training manuals. Trains or assists in the training of Board staff in systems utilization, new procedures and report generation.</p> <p>Prepares correspondence and reports on own initiative, at the request of the Director's, or in response to various administrative directives.</p> <p>Responds to requests for production or retrieval of official records and statistical reports.</p>
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		<p>Designs and facilitates agency surveys through Survey Monkey.</p> <p>Serves as List Administrator for agency list serves.</p> <p>Maintains inventory hardware, software and off-site data inventory lists. Completes mandatory reports for DAS.</p> <p>Maintains agency listings in State Licensing Database and State Telephone Directory, and LFO fee database.</p> <p>Facilitates the off-site document storage through Iron Mountain. Prepares document boxes for off-site storage. Sends requests to retrieve data as needed.</p> <p>Facilitates the monthly exchange of off-site backup data storage.</p> <p>Agency contact /liaison for the Secretary of State's office and Chaves Consulting for troubleshooting and maintenance of the electronic records management system.</p> <p>Attends Quarterly Tenant Advisory Group meetings. Schedules facilities repair and maintenance if needed.</p> <p>Process requests for W-9 forms.</p> <p>Monitor incoming e-mail and faxes directed to the Board on a daily basis; forward to appropriate staff. Scan fax confirmation sheets monthly.</p> <p>Maintain supply inventory and prepare weekly supply order for approval; assist with agency mailings. Coordinate licensing supply orders and forms for all license types and renewal cycles. Verify receipt of orders for completeness.</p> <p>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. Complete monthly copier usage report for vendor.</p> <p>Serves as the Agency Security Officer.</p> <p>LEDS certified. LEDS Representative. Backup to Background Check Specialist.</p> <p>Governor's food drive coordinator and the Charitable Fund Drive coordinator.</p> <p>Updates Agency Affirmative Action plan as required. Distribute to staff and post as required upon approval from Governor's Office.</p> <p>Other work as assigned.</p>
100%		

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. This individual may at times interact with consumers or licensees that telephone or come to the Board office that might be angry or upset.

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 25 lbs., including boxes, equipment, and stooping or kneeling, twisting (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.

Occasional travel statewide; requires travel to various meetings and trainings.

Work includes tight and shifting deadlines. Must be able to work independently and as well as in a team setting.

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.

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.

Oregon Administrative Rules; Oregon Revised Statutes; Board of Pharmacy Policies and Procedures Manual; Attorney General's Public Records and Meetings Manual; Attorney General's Administrative Law Manual; State of Oregon/SEIU Collective Bargaining Agreement; Budget Instruction and Legislative Concept Instruction Manual; DAS/HRSD Policies; HR Resource Guide; Oregon Accounting Manual; DAS Travel Policy Manual; Archive Records Management Manual; and Public Employee Benefit Board Administrative Manual.

b. How are these guidelines used?

These guidelines are used as references for answering questions related to licensing programs, rulemaking, internal personnel management, and accounting practices to ensure adherence to Agency, State and Federal administrative policies, rules and laws.

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?
Board members	telephone/in person/written	Communication regarding travel reimbursements. Board President for approval of ED pre-authorized travel, timesheet approval, ED evaluation	periodically
Other State agencies' personnel, i.e. DAS	telephone/in person/written	DAS CHRO/Payroll – payroll activities, Shared Client Services – Agency Accounting, Oregon State Police as the Agency LEDS Representative, SPO for purchasing purposes. Oregon Health Authority – various IT or reporting activities Oregon Patient Safety Commission – various reports	daily
Other health related licensing boards	telephone/in person/written	To furnish information relating to procedures & processes or make inquiries regarding agency issues.	periodically
Contractors		To solicit information for new IT contracts using ORPIN where appropriate. Prepare IT Contract for signature. Work directly with various contractors regarding request for service per the contract (either Statewide or Agency), payments, payment of invoices, requests for information	periodically
Vendors		Solicit information for products & services, Purchase Orders, payment of invoices, requests for information	periodically
Licensees/Public	telephone/in person/written	Respond to requests, concerns, complaints, Request information relating to licensing or accounting issues.	weekly

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.

This position functions as part of the management team and as such is part of the decision making for agency strategic planning and budget/fiscal issues.

The incumbent determines availability and adequacy of resources for office operations. This person advises on policy issues for the Administrative and Executive Director's consideration and proposes action to be taken.

Interprets laws, rules and regulations, administrative data collection and analysis to decide whether processes and operations are effective and efficient.

Develops and recommends changes to forms, educational material, and public information. Develops and recommends programming changes to the licensing database in response to ever changing administrative rules, statutes and new programs.

Evaluation of information given to public, licensees, facilities and corporation and performed in accordance with agency policies, and confidentiality issues, utilizing staff for resource / knowledge information.

The decision-making in this position directly impacts the efficacy of the Board. This position is integral to accomplishing the public protection function of the Board.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification/ Title	Position Number	How	How Often	Purpose of Review
X 7006 PEM D	0000591	in writing, and verbally	Weekly	Evaluating the quality of work, and to review and update individual priorities and problem solving.
			Monthly	For the purpose of planning agency strategy and management and providing ongoing feedback.
			Annually	Performance evaluation

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 |

Disciplines and rewards

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:

The incumbent needs to possess a working knowledge of State government processes and the operation of state agencies. This individual must possess excellent written and oral communication skills. Must be able to prioritize and organize work flow in the face of multiple and sometimes competing tasks and responsibilities. The person must have a general understanding accounting principles and organization management.

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 handle several projects at a time while responding to telephone inquiries and yet remain calm and courteous. Confidentiality is imperative.

Individual must be proficient with Microsoft Office, especially Microsoft Office products - Outlook, Word, Excel; Adobe Standard Professional (creating PDF's etc.) Printer, copier and fax machine troubleshooting, cartridge installation etc. Familiarity with PC's, able to troubleshoot basic computer problems and/or follow directions on the phone with IT Consultant.

Individual must be or become LEADS certified and maintain LEADS certification.

Security of login and password information for various systems (LEADS, ORPIN, SFMA, PPDB, PEBB, etc.) must be maintained according to the agency Security Policy.

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:

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>		
Agency Operations	\$5,000.00	Other Funds

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 name and position number.

SECTION 12. SIGNATURES

Employee Signature

Date

Supervisor Signature

Date

Appointing Authority Signature

Date