



State of Oregon Position Description

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

SECTION 1. POSITION INFORMATION

Job Profile Title:	Public Service Representative 3	Job Profile ID:	C0323
Business Title:	Licensing Representative	Position ID:	000000030005
Employee Name:	VACANT	Company ID:	85500
Representation:	OAS	Budget Auth No:	1001800
Location:	Portland BOP		
Supervisor:	Chrisy Hennigan (Business Operations Supervisor 1)		
Position:	Licensing Representative		
Time Type:	Full Time		
FLSA:	Non Exempt		
Exempt Reason:			
Overtime Eligible:	Yes		
Employee Type:	Permanent		

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 are 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 \$13 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 analytical and technical support in all aspects of the licensing and registration program of the Board for individuals and facilities. The purpose of this position is also to explain and apply applicable administrative rules and statutes to users of agency services, and ensure that licensing laws, rules, policies and procedures are performed in line with program standards in alignments with the Board's mission.

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.

75% - R - E - Licensing Qualification Analysis & Technical Assistance

- Review and accurately process applications for 30 different licensee / facility registration categories which includes licensure initial application and renewals, under the guidance of the Licensing Director.
- Analyze applications for qualifications in assigned license / registration categories 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.
- Actively share information and provide assistance to fellow licensing team members and other agency staff.
- Facilitate consistent processes and ensure the dissemination of knowledge for effective cross-training across various categories. Gain comprehensive knowledge of the agency's license and registration types along with the associated regulations to serve as a backup for application processing across different licensing categories as needed.
- Issue, print and mail licenses to ensure their timely receipt for posting.
- Communicate with the public, applicants and licensees/registrants to explain applicable OARs, ORSs, policies and procedures and requirements for licensure and other agency programs. Communication is performed over the telephone, in person and through written correspondence/email.
- Act as first-level phone contact for incoming calls to agency to triage, route and assist callers to ensure timely attention to all inquiries.
- Evaluate questions or other communications, on a case-by-case basis, to explain requirements to help individuals understand agency policies and procedures and where to find additional resources.
- Accurately track, maintain and retrieve information and correspondence from electronic file system (Content Manager) and update database as required. Prepare licensure / registration verifications for other Boards and public records requesters to verify licensure with the Board.
- Prepare information for review by agency Directors and/or Compliance department for determination if additional action is required, or if information requires Board review.
- Analyze and process annual and biennial renewal applications to ensure compliance with all applicable Board requirements. Act as first sign-off for initial applications to ensure compliance with licensing/ registration requirements.

- Retrieve, review and verify that information has been accurately and completely entered in the electronic licensing records/ database and electronic filing system (Content Manager) and information provided adheres to licensing / registration requirements.
- Review applications for initial licensure and online renewal pages to ensure that information being requested is applicable to the license type, supports the program objectives and is easily understood by the public.
- Make recommendations for improvement of licensing processes and procedures, general correspondence, agency website and electronic applications for initial licensure/registration and renewal for ease of use by the public.
- Maintain program task manuals to ensure standard and consistent operating standards and procedures. Drafts or updates current program task manuals as necessary to provide standard and consistent operating standards for approval by Licensing and/or Compliance Director.
- Perform 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.

15% - R -E- Accounts Receivable

- Review and accurately enter check payment information into electronic accounting record. Document payment information and correctly allocate individual account payments to pay associated licensure fees. Prepare daily reconciliation of check payment records relating to licensing transactions. Scan checks into Singlepoint to complete the daily deposit. Pull daily check payment reconciliation reports. Provide daily accounting reconciliation reports to Office Manager for verification and allocation to revenue codes.
- Log into credit card processing system and retrieve and prepare the daily Credit Card / ACH transaction reconciliation report for timely reporting of revenue codes.

5%- R - NE - Process Improvements

- Assist with development of process improvements in licensing for individuals and facilities, to support efficiency, electronic records and information technology improvements.
- Provide input regarding administrative rule revisions and development of recommendations for statutory changes.

5% - R- NE - Support Duties

- Provide backup to the Admin team to open and distribute daily mail as needed.
- Provide backup to the Office Manager or Executive Support Specialist as needed. Serve as backup IRT member to provide agency support during evacuations and emergencies and safely evacuate or provide instruction when required.
- 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, but also work well in a team setting.

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?

Licensing Representatives 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.

Assignment of license types to be determined by Licensing Director and subject to change.

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	Daily
Board members	In Person, by mail, email or telephone	To 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	Answer questions regarding the licensing, exam, renewal processes and general agency related questions.	Daily
Other state agencies, licensing boards (in and out of state)	In Person, by mail, email or telephone	Requests for information on licensees or applicants. Coordination of information regarding license, exam and disciplinary actions	Daily

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 supervisor licensees to interpret, apply and enforce applicable Board laws and rules.

This position decides how and with what materials licensure files are presented to the Director, Compliance Department, and agency management; failure to present clear or complete information can have a significant delay and economic impact on the applicant.

SECTION 8. REVIEW OF WORK

Job Profile	Position ID	How	How Often	Purpose of Review
Licensing Manager - Business Operations Supervisor 1 - SR24 - Exempt	0000654	In Person, by mail, email or telephone	Regularly	For the purpose of planning for the purpose of evaluating the quality of work, and to review and update individual priorities and problem solve. Quarterly Performance Feedback session are performed for 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, ect.) 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 LEDS certification and 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

_____ Employee	_____ Date
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_____ Manager	_____ Date
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_____ Appointing Authority	_____ Date
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