

Pharmacy Quality Assurance Specialist_ CG 4

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Company: Guardian Pharmacy

Location: Faisalabad

Category: computer-and-mathematical

Arlington, Texas, United States of America | Tulsa, Oklahoma, United States of America

Guardian Pharmacy of Dallas Fort-Worth is part of the Guardian Pharmacy Services network and prides itself on its customer service. Each team member plays an integral part in the success of the pharmacy.

SCHEDULE: MONDAY - FRIDAY 8 HOURS

Assists in identifying and meeting the needs of current customers to provide customer satisfaction. Responsible for building a positive working relationship with all customers by resolving issues/problems and training customer staff on best practices.

Attributes Required:

- **Work Ethic/Integrity** – must possess intrinsic drive to excel coupled with values in line with company philosophy
- **Strategy and Planning** – ability to think ahead, plan and manage time efficiently
- **Problem Solving** – ability to analyze causes and solve problems at both a strategic and functional level
- **Team Oriented** – ability to work effectively and collaboratively with all team members

Essential job functions (include the following):

Assists in identifying and meeting the needs of current customers to provide customer satisfaction. Responsible for building a positive working relationship with all customers by

resolving issues/problems and training customer staff on best practices.

ESSENTIAL JOB FUNCTIONS (include the following):

Call and visit current customers to enhance and facilitate positive working relationships between customers and the pharmacy

Act as liaison with pharmacy operations/external staff to maintain high level of service to customers and facilitate resolutions with all departments through follow up and training.

Respond to emerging customer issues as directed by supervisor/operation

Maintain customer relationships and perform as an “expert” advisor in order to facilitate problem-solving with the goal of customer retention

Perform quality assurance of all medication carts/rooms facilities to include automated dispensing machines and/or cycle check. Communicate issues to facility personnel and pharmacy personnel

Assist with in-services of facility staff as needed

Provide assistance in pharmacy operations on an as needed basis(training in –house pharmacy personnel related to customer issues

Conduct CPR training to facility staff (if applicable to specific role)

Conduct oneself with the highest degree of honesty and integrity in every interaction

Report all relevant information on customer issues / complaints to immediate Supervisor and operations

Respond to calls from customers, routing them as appropriate to ensure top service level

Other essential functions and duties may be assigned as needed

Education and/or Certifications:

- High School Diploma or GED required
- Pharmacy Technician license/certification/registration (per state requirements); National Certification preferred (PTCB)

Skills and Qualifications:

- 2+ years of related experience working in long term care pharmacy and/or institutional patient care setting, such as assisted living or skilled nursing home required
- Excellent computer skills, including Outlook, internet, and Microsoft Office skills required
- Proven experience effectively troubleshooting and solving customer service issues in a positive and pro-active manner, while abiding by the pharmacy scope of practice and capabilities
- Ability to work independently and deliver to deadlines
- Ability to solve problems with minimal direction
- Great attention to detail and accuracy
- Ability to excel in a fast-paced, team-oriented environment working on multiple tasks simultaneously, while adhering to strict deadlines
- Quality minded; motivated to seek out errors and inquire when something appears inaccurate

Work Environment:

- Requires up to 100% travel, by air and ground.
- Ability to work flexible hours

Full-Time employees working 30+ hours per week are eligible to enroll in our comprehensive benefits package, which includes medical, dental, vision, short and long-term disability, life and supplemental life insurance, and PTO.

All employees are eligible to enroll in our company matched 401(k) plan.

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