

Walgreens Pharmacist Job Description

- Greets and engages patients and customers and helps them with products and services
- Quickly resolves customer issues and answers their questions, thus, ensuring a positive customer experience
- Shares best customer service practices with all members of the team to deliver an amazing customer experience
- Develops and maintains very strong relationships with valuable customers by offering services proactively and by anticipating their needs
- Assists in increasing the focus on healthcare services, hence, supports the efforts on enhancing customer experience, thereby promoting the shift of the role of the pharmacy from transactional to interpersonal
- Participates in community events as requested by the store manager, district manager, healthcare supervisor, or pharmacy manager, and also provides some assistance
- Counsels patients and answers all their questions regarding the use of medicine, their interactions and side effects, and contraindications; generics, patient information privacy, and medical price, and over-the-counter products, and when needed refers to medical providers to ensure that the medication is correctly taken, health needs are addressed, and that there is satisfaction with the service
- Performs tasks of a pharmacist like compounding, verification, drug therapy reviews, and medication management
- Reviews, interprets, and dispenses accurately the prescribed medications when necessary
- Ensures that the pharmacy operates in accordance with company policies, standards, and regulations

- Establishes procedures that enhance the efficient workflow of the pharmacy, for example, assigning roles, soliciting employee suggestions, and coordinating activities alongside the pharmacy manager
- Responsible for shift change duties as well as the opening and closing of the pharmacy
- Proposes and also implements enhancements to the existing pharmacy systems so as to further promote productivity
- Ensures accurate processing of insurance claims in order to resolve the issues that customers have and thus prevent payment rejections
- Follows-up with the offices of medical providers to clarify the prescribed medications, refills dosages, allergies and interactions, and to suggest alternative medications, and also answer medical provider questions
- Performs certain wellness services like immunizations, flu shots, and diabetes awareness, and other preventive healthcare services
- Supports and assists the pharmacy manager in performance data analysis, such as pharmacy financials, inventory management, customer service, and implementation of procedures for pharmacy asset protection
- Reviews the key performance indicators with the healthcare supervisor, the pharmacy manager, and the store Manager
- Cultivates and sustains good relationships with the local medical community, including optometrists, nurses, physicians, and other health care providers
- Assists the pharmacy manager with hiring and training of staff
- Encourages teamwork and motivates members of the team by establishing expectations, monitoring and recognizing progress, and fostering a shared vision.