

Walgreens Pharmacy Manager Job Description

- Direct, lead, and manage pharmacists and the performance of the pharmacy operations manager, and also ensure the engagement of team members
- Ensure the professional growth and development of the pharmacists and the pharmacy operations manager
- Enforce overall compliance and ensure business results of the pharmacy across operations, clinical outcomes quality, and growth
- Ensure adherence to proper pharmacy practice including but not restricted to monitoring/implementing/evaluating prescription drug orders, educating patients on the proper use or delivery of medication, dispensing prescription drug and device orders, completing drug regimen reviews, providing immunization and patient counseling, as well as medication therapy management
- Compound and label drugs and devices and also perform proper and safe storage of drugs and devices
- Act as a full-time pharmacist in the home store
- Fulfill the requirements of the Pharmacist-In-Charge (PIC), upholding the pharmacy board, the state, and federal laws, and ensuring that all pharmacy personnel comply with all Federal and State pharmacy and drug laws, requirements, rules, and regulations
- Provide direction and supervision of the pharmacy operations manager, pharmacy technicians, interns, and the pharmacists
- Engage all customers and patients by greeting and offering assistance to them with products and services
- Resolve all customer complaints, help respond to their requests in a timely manner, and also answer questions in order to ensure a positive patient experience
- Model and share best customer service practices with the entire members of the team to deliver a top-notch customer experience

- Monitor the customer service provided by other team members whilst offering reminders, training, encouragement, and developing plans for improvement
- Develop very strong relationships with the customers by anticipating their needs and proactively offering services
- Enhance customer experience by increasing the focus on healthcare services to improve health outcomes and quality of life
- Counsel patients and provide answers to their questions regarding the usage of medicine, side effects, contraindications, interactions, generics, patient information privacy, therapeutic interchanges, and over-the-counter products, and also refers to a medical provider when needed to ensure that medication is properly taken and health needs are addressed
- Perform tasks of a pharmacist like compounding, verification, drug therapy reviews, and medication management
- Reviews, interpret, and accurately dispense prescribed medications
- Accountable for making sure that all elements of the Company Dispensing policy are used in conjunction with State and Federal controlled substance laws when filling prescriptions and are followed by all pharmacy personnel
- Accountable for safe medication storage and other key activities of the pharmacy inventory
- Follow up with the offices of medical providers in order to clarify the prescribed medications, refills, dosages, interactions and allergies so as to suggest alternative medications and answer medical provider questions
- Provide clinical, wellness, retail, and other preventive healthcare services like immunizations
- Supervise the execution of the operations of the pharmacy by the pharmacy operations manager, for example, auditing and record-keeping, core pharmacy workflow and maintenance
- Supervise staff pharmacists in their execution of core pharmacist duties, like inventory management, patient care, provision of healthcare services and collaboration with medical providers' offices

- Make the hiring, promotion, and performance management decisions, and also address issues, discipline store team members and engage with Employee Relations and Human Resources as required
- Develop performance improvement plans for employees and follow them up according to deadlines
- Monitor and approve compensation for all team members
- Ensure total compliance with all policies of the company, applicable employment laws, and consistent fairness in the treatment of every team member
- Regularly communicate with members of the team through one-on-one discussions, group meetings, answering questions; also ensure that the communication lines are open between management and non-management team members
- In charge of the training and personal development of team members
- Develop and maintain very strong relationships with the local medical community which includes nurses, physicians, and other health care providers
- Collaborate and build strategic partnerships which result in win-win results.