

# Walgreens Pharmacy Technician Job Description

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- Obtains process prescriptions and patient and drug information using pharmacy systems
- Assists with and also coaches pharmacy technicians in pharmacy systems operations and coaches cashiers in the operation of pharmacy cash registers
- Delivers a unique, delightful, and distinctive customer experience
- Engages all patients and customers by greeting them and also assisting them with products and services
- Resolves the issues that customers may have and answers their questions to guarantee a positive customer experience
- Develops a very strong relationship with every single customer
- Assists in pharmacy practice in accordance with federal and state laws as well as company policies under the supervision of the pharmacist
- Ensures that all team members comply with the Pharmacy Code of Conduct of Walgreen Co.
- Performs the duties assigned by the staff pharmacist, the pharmacy manager, and the store manager, including utilizing pharmacy systems to entering patient and drug information, filling prescriptions by retrieving, ensuring that information is entered correctly, verifying that the medicine is correct, counting and pouring pharmaceutical drugs, and checking for possible interactions by utilizing pharmacy systems
- Helps the pharmacist schedule and maintain workflow
- Immediately reports errors in prescription to the pharmacist on duty and adheres to the policies and procedures of the company in relation to pharmacy errors and to the Quality Improvement Program
- Adheres strictly to the Walgreen Co. policy with regards to Good Faith Dispensing during all prescription dispensing activities
- Accountable and responsible for registering all related sales on the assigned cash register and also collects and handles cash when needed

- Takes customers to the OTC aisle when possible to assist them in locating products
- Handles telephone calls that don't require the personal attention of the pharmacist
- Effectively processes (corrects and resubmits) all manual claims for 3rd party program prescription services in an efficient and timely manner, and also performs other clerical duties assigned by the Pharmacy Manager
- Supports and aids the Pharmacy Department on inventory management activities, like unpacking, ordering, checking, and storing shipment of pharmaceuticals
- Files claims for order errors, warehouse overages (merchandise that is received, but not billed), shortages (merchandise billed, but not received), or damaged goods involving prescription drugs
- May assist the pharmacist in administering clinical services, for example, the collection and proper labeling of blood/urine samples from patients and other clinical services as required
- Helps the pharmacy staff in the coordination of Walgreens healthcare clinics, clinical services and external providers
- Helps the pharmacy manager and staff pharmacist to develop and maintain very good relationships with the local medical community, which includes nurses, physicians, and optometrists, and other health care providers
- Ensures that the Pharmacy Department is stocked with adequate supplies and is neat, clean, and in orderly condition and appearance; thus assisting with the internal and external maintenance
- Maintains a very respectful relationship with coworkers in the company and also complies with all procedures and policies of the company.