

TEXAS STATE BOARD OF PHARMACY

333 GUADALUPE ST, STE 3-600-21

AUSTIN, TEXAS 78701

512.305.8001

<http://www.tsbp.state.tx.us>

JOB VACANCY NOTICE

Administrative Assistant IV (0156)

Salary Group A15

Listing No. TBP14-0008 Opening Date September 17, 2013
Functional Title: Enforcement Specialist Closing Date: October 3, 2013
Type: Full-Time
Beginning Salary: \$2,850.00/month
Refer To: Paul Holder

JOB DESCRIPTION:

The Texas State Board of Pharmacy (TSBP) is seeking a highly motivated individual to perform advanced administrative support & technical program assistance work. Monitors licensees who have been the subject of disciplinary orders entered by the Board to determine licensees' compliance with the terms of their orders. Initiates and investigates complaints involving licensees who are not complying with the terms of their orders. Performs data entry of information relating to complaints and disciplinary actions. Communicates with agency customers verbally and in writing, including complainants and subjects of complaints. May provide highly technical information, interpretation, and explanation of laws and rules governing the practice of pharmacy to Board customers. Provides services and technical assistance to Division Director and Assistant Director.

MINIMUM QUALIFICATIONS (License, Education, Experience):

High school education or equivalent is required. Graduation or course work from an accredited four-year college or university is preferred. Three years of job-related experience is required. Job-related experience includes work as an administrative assistant or secretary; work as a legal secretary or assistant; work involving technical assistance; and work involving regulatory programs or law enforcement. Previous experience at the Texas State Board of Pharmacy (TSBP) or in a pharmacy licensed by TSBP is desirable. Must have demonstrated ability in the use of office equipment and personal computer, including word processing and data entry. Must have knowledge of Microsoft Word and Excel. Must be able to demonstrate knowledge of business English, including terminology, spelling, and grammar. Must pass state and national identification fingerprint checks.

ENVIRONMENT/PHYSICAL CONDITIONS:

Normal office environment. Tobacco Free Work Place. Work involves sitting and operating a personal computer for long periods of time. Physical conditions will require a person with sufficient stamina to maintain a constant high level of concentration, frequently intense with many interruptions, for long periods of time. Work involves frequent verbal communications with others by telephone. Work involves reading and reviewing large numbers of documents. Work involves processing information quickly and accurately. Work involves frequent retrieval and replacement of files into 4- and 5-drawer vertical filing cabinets and lateral filing shelves, and transporting files between offices and filing cabinets.

REMARKS

Applicant should submit cover letter focusing on unique qualifications for the position. Must complete State of Texas Application for Employment. Resumes will not be accepted in lieu of State Application. Application must be completed with all requested information. Incomplete & unsigned applications will not be considered.

Applicants who are selected for interviews will be required to complete basic skills tests in the Austin office. Application must be received by 5:00 pm on the closing date.

Job description & state of Texas application may be downloaded from the TSBP web site shown above.

Mail applications to: *TSBP, Human Resources Office, 333 Guadalupe St, Ste 3-600, Austin Texas 78701.*

Applications may also be faxed to @ 512-305-8009.

This job is covered by the Fair Labor Standards Act (FLSA). Employees in jobs covered by FLSA who actually work in excess of 40 hours in a workweek receive time off at a time-and-one-half rate as the primary method of compensation in lieu of cash payment.

An Equal Employment Opportunity Employer

TSBP does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, or veteran status.

TEXAS STATE BOARD OF PHARMACY

POSITION TITLE:	Enforcement Specialist
DIVISION:	Enforcement
SUPERVISOR:	Director of Enforcement
TEAM LEADER:	Assistant Director of Enforcement
STATE CLASSIFICATION TITLE:	Administrative Assistant IV
STATE CLASSIFICATION NUMBER:	0156
STATE PAY GROUP:	A-15
FLSA STATUS:	Non-Exempt

GENERAL POSITION SUMMARY:

Performs advanced (senior-level) administrative support work and technical program assistance work for Enforcement Division. Monitors licensees who have been the subject of disciplinary orders entered by the Board to determine licensees' compliance with the terms of their orders. Initiates and investigates complaints involving licensees who are not complying with the terms of their orders. Performs data entry of information relating to complaints and disciplinary actions. Communicates with agency customers verbally and in writing, including complainants and subjects of complaints. May provide highly technical information, interpretation, and explanation of laws and rules governing the practice of pharmacy to Board customers. Provides services and technical assistance to Division Director and Assistant Director.

REPORTING RELATIONSHIPS:

Works under the general supervision of the Director and Assistant Director of Enforcement with moderate latitude for the use of independent judgment and initiative concerning priorities, methods, and procedures to accomplish duties within the limits of the agency's and Division's policies and procedures. Work is subject to review by others, including Executive Director, Division Director, Assistant Director, and General Counsel.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Monitors licensees who have been the subject of disciplinary orders entered by the Board to determine licensees' compliance with the terms of their orders. Initiates and investigates complaints involving licensees who are not complying with the terms of their orders. Prepares investigative reports and case files.

Analyzes complex disciplinary orders to determine requirements of the orders and prepares letters to explain the various terms and conditions of the disciplinary orders.

ESSENTIAL DUTIES AND RESPONSIBILITIES (continued):

Processes complaints in accordance with established procedures, including data entry of complaint and disciplinary action information into agency's computer system, with proper codes.

Communicates with complainants and subjects of complaints verbally and in writing.

Prepares routine and non-routine dismissal letters to subjects of complaints, using standard formats, and reviewing them for accuracy.

Assists with the administrative processing of the complaints and disciplinary orders, including making copies of documents, preparing case files, and mailing documents.

Provides technical assistance and services relating to various programs, including programs involving the collection of samples of compounded sterile preparations, the review and approval of technician programs in hospitals, and the review and approval of drug therapy management protocols. Work may involve performing special projects.

May provide information, interpretation, and explanation of laws and rules governing the practice of pharmacy to Board customers.

May assist in conducting quarterly criminal background checks of entities that are licensed or registered by the agency.

May investigate reports regarding theft or loss of prescription drugs from licensed pharmacies. Prepares reports which summarize investigative findings.

May investigate pharmacies who have closed and failed to properly notify the agency.

Maintains confidentiality of complaint information and associated documents.

May assist and participate in developing Division procedures.

Determines work priorities and schedules time accordingly.

Complies with all agency personnel policies, including regular attendance.

OTHER DUTIES:

Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES

- Thorough knowledge of the laws and rules governing pharmacy practice.
- Thorough knowledge of agency policies and procedures.
- Ability to interact with the public in a courteous and effective manner.
- Ability to deal with professionals under adversarial conditions.
- Ability to maintain effective working relationships with other employees.
- Ability to communicate clearly, both verbally and in writing.
- Problem-solving skills to interpret and apply agency policies and rules.
- Ability to access, input, and retrieve information from computer.
- Working knowledge of standard office procedures and administrative procedures.
- Working knowledge of office equipment.
- Skill at typing quickly and accurately.
- Skill at reviewing documents for completeness and accuracy.
- Ability to work independently.
- Ability to manage multiple priorities concurrently.
- Ability to develop and modify work procedures, methods and processes to improve efficiency.
- Ability to maintain confidentiality.
- Memory Skills.

EDUCATION AND EXPERIENCE REQUIREMENTS:

High school education or equivalent is required. Graduation or course work from an accredited four-year college or university is preferred. Three years of job-related experience is required. Job-related experience includes work as an administrative assistant or secretary; work as a legal secretary or assistant; work involving technical assistance; and work involving regulatory programs or law enforcement. Previous experience at the Texas State Board of Pharmacy (TSBP) or in a pharmacy licensed by TSBP is desirable. Must have demonstrated ability in the use of office equipment and personal computer, including word processing and data entry. Must have knowledge of Microsoft Word and Excel. Must be able to demonstrate knowledge of business English, including terminology, spelling, and grammar.

LICENSE REQUIRED:

Must pass state and national identification fingerprint checks.

ENVIRONMENT/PHYSICAL CONDITIONS:

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The specific statements shown in each section of this position description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.