

**TEXAS STATE BOARD OF PHARMACY**

**333 GUADALUPE ST, STE 3-600**

**AUSTIN, TEXAS 78701**

**(512) 305-8001**

**Fax (512) 305-8009**

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

**JOB LOCATION**  
**Austin Headquarters**

**JOB VACANCY NOTICE**

**Investigator III (1352)**

**Salary Group B16**

Listing No. TBP14-013

Functional Title: Enforcement Specialist

Type: Full-Time

Beginning Salary: \$2,853/month

Refer To: Carol Fisher

Opening Date: December 30, 2013

Closing Date: Until Filled

**JOB DESCRIPTION:**

The Texas State Board of Pharmacy (TSBP) is seeking an enthusiastic and highly motivated professional to perform moderately complex investigative work. The ideal applicant should: (1) have highly developed interpersonal skills and ability to deal with the public in a tactful and professional manner; (2) be able to communicate clearly and effectively verbally and in writing; (3) demonstrate organizational skills in order to manage multiple priorities concurrently; (4) operate in a responsible manner, especially when handling sensitive/confidential materials and issues; and (5) exhibit a strong work ethic and commitment to customer service. Primary responsibilities include: (1) investigating complaints alleging violations of the laws and rules governing the practice of pharmacy, which includes interviewing complainants and subjects of complaints and preparing reports on findings; (2) processing complaints according to established procedures, including data entry duties; (3) providing information, interpretation & explanations of laws and rules governing the practice of pharmacy to Board customers; and (4) providing technical assistance to Division Director.

**MINIMUM QUALIFICATIONS** (License, Education, Experience):

High school education or equivalent is required. Graduation from an accredited four-year college or university is preferred. Three years experience of job-related experience is required. Job-related experience includes investigative work; work as a legal secretary or assistant; work involving regulatory programs or law enforcement; or work involving handling/investigating customer complaints. Previous experience at the Texas State Board of Pharmacy (TSBP) or in a pharmacy licensed by TSBP is desirable. Must have demonstrated ability 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. Conditions of employment are: (1) must be able to complete and pass required online class regarding security of criminal records; and (2) must pass state and national fingerprint identification checks.

**REMARKS**

Application must be submitted with a cover letter that focuses on the applicant's unique qualifications for the position. Applicant 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. Applicant must be eligible and authorized to work in the United States. Job description and State of Texas application may be downloaded from the TSBP website:

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

Mail or fax completed applications to: Texas State Board of Pharmacy, 333 Guadalupe St, Ste 3-600, Austin Texas 78701, FAX 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

<b>POSITION TITLE:</b>	Enforcement Specialist
<b>DIVISION:</b>	Enforcement
<b>SUPERVISOR:</b>	Director of Enforcement
<b>STATE CLASSIFICATION TITLE:</b>	Investigator III
<b>STATE CLASSIFICATION NUMBER:</b>	1352
<b>STATE PAY GROUP:</b>	B16
<b>FLSA STATUS:</b>	Non-Exempt

## **GENERAL POSITION DESCRIPTION:**

Performs moderately complex investigative work relating to the enforcement of laws and rules governing the practice of pharmacy. Receives and resolves complaints which are filed with the agency. Communicates with complainants and subjects of complaints verbally and in writing. Processes complaints according to established procedures, including data entry duties. Provides information, interpretation and explanation of laws and rules governing the practice of pharmacy to Board customers. Provides services and technical assistance to Division Director to assist in the resolution of complaints.

## **REPORTING RELATIONSHIPS:**

Works under the general supervision of the Director of Enforcement with moderate latitude for the use of initiative and independent judgment within the limits of the agency and Division policies and procedures.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Investigates complaints alleging violations of the laws and rules governing the practice of pharmacy. Work includes:

- Evaluating complaints to determine jurisdictional issues and alleged violations;
- Interviewing complainants and subjects of complaints;
- Resolving complaints through verbal or written communications;
- Communicating with complainants regarding the receipt, status, and disposition of their complaints;
- Obtaining evidence, including records from pharmacies and documents from other state boards of pharmacy and regulatory authorities; and
- Evaluating, summarizing, and documenting investigative findings.

Provides information, interpretation and explanation of laws and rules governing the practice of pharmacy to Board customers. Includes providing highly technical interpretations and explanations of pharmacy laws and rules by telephone.

**ESSENTIAL DUTIES AND RESPONSIBILITIES (cont'd):**

May conduct criminal background investigations of individuals who are registered as pharmacy technicians or technician trainees, and individuals who are applying for a registration to become a pharmacy technician or technician trainee. Work includes:

- Reviewing and analyzing printouts regarding criminal history of applicants or registrants;
- Obtaining documents from courts and law enforcement agencies relating to criminal offenses; determining appropriate court to contact (e.g., municipal; county; state or federal court);
- Communicating with registrants and applicants verbally and in writing; and
- Referring applicable cases to the agency's Legal Division.

Attends and participates in reviews of complaints with Executive Director, Division Director, General Counsel and other legal/enforcement staff, to determine jurisdictional and evidentiary issues and other related matters.

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

Processes complaints in accordance with established procedures, including accurate data entry of complaint information into the agency's computer system, including information regarding disciplinary orders.

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 services and technical assistance to Division Director to assist in the resolution of complaints.

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.

Replaces 10/15/13

Revision Date 12/19/13

**ESSENTIAL DUTIES AND RESPONSIBILITIES (cont'd):**

Maintains confidentiality of complaint information and associated documents.

May perform duties of other Division staff in their absence.

Determines work priorities and schedules times accordingly.

Complies with all agency personnel policies, including regular attendance.

**OTHER DUTIES:**

Performs related duties as required.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Working knowledge of basic investigative methods and procedures.
- Thorough knowledge of agency policies and procedures. Ability to interpret and apply agency policies and guidelines.
- Thorough knowledge of laws and rules governing the practice of pharmacy.
- Working knowledge of office machines and equipment, including ability to access, input and retrieve information from a computer.
- Ability to communicate clearly, both verbally and in writing.
- Ability to deal with professionals under adversarial conditions.
- Ability to manage multiple priorities concurrently and meet deadlines.
- Problem solving and reasoning skills to recommend courses of action based on interpretation and application of court decisions, laws, rules and procedures.
- Interpersonal skills to interact with a variety of contacts professionally and tactfully.
- Ability to maintain effective working relationships with other employees.
- Speed and accuracy in data entry and word processing.
- Skill at reviewing documents for accuracy.
- Ability to develop and modify work procedures to improve efficiency.
- Ability to work independently and manage time efficiently.
- Ability to maintain confidentiality.
- Ability to maintain files accurately.
- Memory skills.

Replaces 10/15/13

Revision Date 12/19/13

### **EDUCATION AND EXPERIENCE REQUIREMENTS:**

High school education or equivalent is required. Graduation from an accredited four-year college or university is preferred. Three years experience of job-related experience is required. Job-related experience includes investigative work; work as a legal secretary or assistant; work involving regulatory programs or law enforcement; or work involving handling/investigating customer complaints. Previous experience at the Texas State Board of Pharmacy (TSBP) or in a pharmacy licensed by TSBP is desirable. Must have demonstrated ability 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:**

Conditions of employment are: (1) must be able to complete and pass required online class regarding security of criminal records; and (2) must pass state and national fingerprint identification checks.

### **ENVIRONMENT/PHYSICAL CONDITIONS:**

Normal office environment. Tobacco free workplace. 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 reading and reviewing large numbers of documents. Work involves processing information quickly and accurately. Work involves the frequent retrieval and replacement of files into 4 and 5 drawer filing cabinets, and transporting of files between offices and filing cabinets. Work involves the lifting of boxes of records, evidence, and other documents weighing more than ten (10) pounds. Work involves frequent verbal communications with others, in person and by telephone. Work may involve traveling to conferences and meetings.

*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.*