

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 - Program Specialist I

Salary Group B9 - \$2,749 - \$3,326/mo

Listing No. TBP04-004

Opening Date: October 08, 2003

Closing Date: Until Filled

Functional Title: **Compliance Specialist**

Type: Full-Time

Refer To: Ben Santana

TRAVEL REQUIRED: no

JOB DESCRIPTION:

Assists in the implementation of the agency's statewide compliance program. Monitors responses to warning notices for accuracy and timeliness. Provides information to agency customers, including technical interpretations and explanations of pharmacy laws and rules. Performs routine technical and administrative support to Division Director, Chief of Compliance, and field Compliance staff. May assist in the investigation and resolution of complaints in accordance with established procedures.

MINIMUM QUALIFICATIONS (License, Education, Experience):

Graduation from a standard senior high school or equivalent. Graduation from an accredited four-year college or university with major course work in job-related field is preferred. Must have a minimum of five years of experience in administrative support or technical program support. Experience must reflect responsible duties in administrative support work or technical program assistance work. Previous experience in regulatory programs, legal support, or customer service is highly desirable. Previous experience in a pharmacy or health-care field is highly desirable. Must have demonstrated ability and experience in word processing. Knowledge of Word Perfect is preferred. Must be able to demonstrate knowledge of business English, including terminology, spelling, and grammar.

REMARKS

Applicant should submit cover letter focusing on unique qualifications for the position. Applicants who are selected for interview will be required to complete skills tests.

Contact Receptionist at 512/305-8001 for a detailed copy of job description and state of Texas application. Job description may also be downloaded from the TSBP web site shown above.

State of Texas Application may be downloaded from the Texas Workforce Commission's web site: <http://www.twc.state.tx.us/jobs/gvjb/gvjb.html> Mail or fax applications to: TSBP, Human Resources Office, 333 Guadalupe St, Ste 3-600-21, Austin Texas 78701-3942, FAX 512/305-8082. **Resumes**

will not be accepted in lieu of State Application.

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: Compliance Specialist
DIVISION: Enforcement
SUPERVISOR: Director of Enforcement
TEAM LEADER: Chief of Compliance
STATE CLASSIFICATION TITLE: Program Specialist I
STATE CLASSIFICATION NUMBER: 1570
STATE PAY GROUP: B9

GENERAL POSITION DESCRIPTION:

Assists in the implementation of the agency's statewide compliance program. Monitors responses to warning notices for accuracy and timeliness. Provides information to agency customers, including technical interpretations and explanations of pharmacy laws and rules. Performs routine technical and administrative support to Division Director, Chief of Compliance, and field Compliance staff. May assist in the investigation and resolution of complaints in accordance with established procedures.

REPORTING RELATIONSHIPS:

Works under the moderate supervision of the Director of Enforcement and Chief of Compliance with limited latitude for the use of initiative and independent judgment within the limits of the agency and Division policies and procedures. Liaison between Chief of Compliance, Headquarters and field Compliance staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Performs routine technical assistance and technical support to Chief of Compliance and field Compliance staff. Work includes:

- C monitoring receipt of responses to Warning Notices and processing responses to Warning Notices in accordance with agency procedures;
- C analyzing responses to Warning Notices and communicating with licensees verbally and in writing with regard to inspections and Warning Notices;
- C monitoring receipt of inspection reports and reviewing data for accuracy; and

Replaces: 10/02
Revision Date: 10/03

ESSENTIAL DUTIES AND RESPONSIBILITIES (continued):

C processing mail and information being routed to and from Chief of Compliance, field Compliance Officers, and other Division staff.

Provides technical interpretations and explanations of pharmacy laws and rules by telephone to agency customers.

Prepares, reviews for accuracy, and processes written correspondence. Answers routine correspondence and processes routine requests for information, not requiring attention of supervisor.

Orders reports from agency's data processing system, monitors receipt of the reports, and distributes reports as needed.

Serves as liaison between field Compliance staff and office headquarters.

May assist in the investigation and resolution of complaints received by the agency.

May provide administrative support to Enforcement Staff meetings, to include: compiling agendas, meeting materials and background information; drafting minutes of meetings; and keeping ongoing record of staff actions as a result of meetings

Assists in the preparation of the Division's annual report, which includes the preparation of all statistical data relating to compliance inspections and activities accomplished by field compliance officers.

Assists in the preparation of the report to the Legislative Budget Board and Governor's Budget Office relating to the number of compliance inspections conducted annually.

Assists in development of Division forms and procedures. Maintains sufficient supplies.

Assists in updating policy and procedure manual relating to compliance inspections.

Complies with all agency personnel policies, including regular attendance.

OTHER DUTIES AND RESPONSIBILITIES:

Replaces: 10/02
Revision Date: 10/03

Performs related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- P Considerable knowledge of administrative procedures, standard office practices and office equipment, including personal computer, word processor and FAX.
- P Thorough knowledge of agency policies and procedures.
- P Thorough knowledge of laws and rules governing the practice of pharmacy.
- P Ability to interpret and apply agency policies and guidelines.
- P Ability to communicate clearly and effectively, both verbally and in writing.
- P Ability to deal with professionals under adversarial conditions.
- P Ability to access, input, and retrieve information from computer.
- P Skill at typing quickly and accurately.
- P Skill at reviewing documents for completeness and accuracy.
- P Interpersonal skills to interact with a variety of contacts professionally and tactfully.
- P Ability to maintain effective working relationship with other employees.
- P Ability to work independently and manage time efficiently.
- P Ability to manage multiple priorities concurrently.
- P Ability to meet deadlines.
- P Ability to develop and modify work procedures to improve efficiency.
- P Problem solving and reasoning skills.
- P Ability to maintain confidentiality.
- P Memory skills.

EDUCATION AND EXPERIENCE REQUIREMENTS:

Graduation from a standard senior high school or equivalent. Graduation from an accredited four-year college or university with major course work in job-related field is preferred. Must have a minimum of five years of experience in administrative support or technical program support. Experience must reflect responsible duties in administrative support work or technical program assistance work. Previous experience in regulatory programs, legal support, or customer service is highly desirable. Previous experience in a pharmacy or health-care field is highly desirable. Must have demonstrated ability and experience in word processing. Knowledge of Word Perfect is preferred. Must be able to

demonstrate knowledge of business English, including terminology, spelling, and grammar.

LICENSE REQUIRED: None required.

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 may involve retrieval and replacement of files into 4- and 5-drawer vertical filing cabinets, and transporting of files between offices and filing cabinets. Must be able to correctly lift up to 25 pounds.

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.