

TEXAS STATE BOARD OF PHARMACY

333 GUADALUPE ST, STE 3-600-21

AUSTIN, TEXAS 78701

512.305.8001

512.305.8009 (fax)

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

JOB LOCATION
Austin Headquarters

JOB VACANCY NOTICE

Investigator III (1352)

Salary Group B16

Listing No.	<u>TBP14-022</u>	Opening Date:	February 12, 2014
Functional Title:	Enforcement Specialist	Closing Date:	Until Filled
Type:	Full Time		
Beginning Salary:	\$2,853/month		
Refer To:	Robert Rivera		

JOB DESCRIPTION:

The Texas State Board of Pharmacy (TSBP) is seeking a highly motivated individual to perform moderately complex investigative work relating to the enforcement of laws and rules governing the practice of pharmacy. Work involves conducting background investigations of individuals who are applying for a license or registration. Communicates with applicants verbally and in writing regarding application process. Processes complaints according to established procedure, including data entry duties. Provides information, interpretation and explanation of laws and rules governing the practice of pharmacy to Board customers. Communicates as needed with mental health professionals, applicants for a license or registration, and others, with respect to evaluations for possible alcohol and/or drug dependency.

MINIMUM QUALIFICATIONS (License, Education, Experience):

. High school education or equivalent is required. Graduation from an accredited four-year college or university with major course work in job-related field is preferred. Three years of job-related experience is required. Job-related experience includes investigative work, handling/investigating customer complaints, or regulatory/legal program work or technical assistance. Previous experience at the Texas State Board of Pharmacy or in a pharmacy licensed by TSBP is highly desirable. Must have demonstrated ability of office equipment and personal computers, 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 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.

REMARKS

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 U.S. Texas State Board of Pharmacy requires consent for criminal background check from all applicants completed at time of application.

Job description & State of Texas application can 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.

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:	Enforcement Program Administrator
STATE CLASSIFICATION TITLE:	Investigator III
STATE CLASSIFICATION NUMBER:	1352
STATE PAY GROUP:	B16
FLSA STATUS:	Non-Exempt

GENERAL POSITION DESCRIPTION:

Performs moderately complex investigative work relating to the enforcement of laws and rules governing the practice of pharmacy. Work involves conducting background investigations of individuals who are applying for a license or registration. Communicates with applicants verbally and in writing regarding application process. Processes complaints according to established procedure, including data entry duties. Provides information, interpretation and explanation of laws and rules governing the practice of pharmacy to Board customers. Communicates as needed with mental health professionals, applicants for a license or registration, and others, with respect to evaluations for possible alcohol and/or drug dependency.

REPORTING RELATIONSHIPS:

Works under the general supervision of the Director of Enforcement and Enforcement Program Administrator with limited latitude for the use of initiative and independent judgment within the limits of the agency and Division policies and procedures. Work is subject to review by others, including the Executive Director and General Counsel.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Reviews and analyzes applications for a pharmacist or pharmacy license or an intern registration and processes applications in accordance with established procedures.

Conducts background investigations of individuals who are applying for licensure or registration. Work includes the following activities:

- (1) reviewing and analyzing printouts regarding criminal history of applicants;
- (2) obtaining records from other state boards of pharmacy and regulatory authorities;
- (3) obtaining records from courts and law enforcement agencies regarding criminal offenses committed by applicants; determining appropriate court to contact (e.g., municipal; county; state or federal court); and
- (4) interviewing applicants regarding information provided on their applications.

Replaced 09/01/09

Revision Date 01/03/13

ESSENTIAL DUTIES AND RESPONSIBILITIES (cont'd):

May conduct background investigation on registered technicians or applicants for a technician or technician trainee registration.

Communicates with applicants verbally and in writing regarding matters relating to their application (e.g., telephone calls and letters relating to the status of the application).

Evaluates, summarizes, and documents investigative findings. Prepares written investigative reports. Ensures case files are complete and accurate.

May refer applicant files to the agency's legal division.

May notify agency's licensing division when an application has been approved.

Updates agency's computer tracking system. Ensures data entry of complaint information is complete and accurate.

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.

Communicates as needed with mental health professionals and pharmacy technicians and others with respect to evaluations for possible drug and/or alcohol dependency.

May attend case reviews with Executive Director and Legal/Enforcement staff, to determine jurisdictional and evidentiary issues and other related matters.

May resolve complaints through verbal or written communications, as assigned, in accordance with established policies and procedures. May include: interviewing complainants and subjects of complaints, taking written statements or affidavits from parties involved, collecting evidence, and reviewing/preparing evidence for referral to the agency's legal division.

Operates TLETS equipment in accordance with FBI/DPS guidelines.

Assists in the development of Division policies and procedures.

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 various persons 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.

EDUCATION AND EXPERIENCE REQUIREMENTS:

High school education or equivalent is required. Graduation from an accredited four-year college or university with major course work in job-related field is preferred. Three years of job-related experience is required. Job-related experience includes investigative work, handling/investigating customer complaints, or regulatory/legal program work or technical assistance. Previous experience at the Texas State Board of Pharmacy or in a pharmacy licensed by TSBP is highly desirable. Must have demonstrated ability of office equipment and personal computers, 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 fingerprint identification checks.

LICENSE REQUIRED:

None

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.