

TEXAS STATE BOARD OF PHARMACY

333 GUADALUPE ST, STE 3-500

AUSTIN, TEXAS 78701

512.305.8001

<http://www.pharmacy.texas.gov>

JOB VACANCY NOTICE

SAO Title: Program Specialist I (1570) Salary Group B17

Listing No. TBP17-007
Functional Title: Enforcement Specialist
Type: Full-Time
Refer To: Robert Rivera

Opening Date: November 10, 2016
Closing Date: until filled
Beginning Salary: \$3,150/month

Military Occupational Specialty Codes: Army 35; Navy OS, YN; Coast Guard 205, 360, 05; Marine 0231; Air Force SDI

JOB DESCRIPTION:

Performs routine (journey-level) technical assistance work relating to the enforcement of laws and rules governing the practice of pharmacy. Reviews and analyzes applications filed by pharmacy technicians and technician trainees who have criminal history, evaluates criminal offenses, and determines subsequent course of action. Assigns applications requiring additional background investigative work to other Division employees. Communicates with applicants verbally and in writing regarding the status of their applications. Conducts background investigations. Refers complaints to the Legal Division for the institution of disciplinary action. May provide information to agency customers, including technical interpretations of pharmacy laws and rules.

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. A minimum of 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. Prior experience investigating complaints with the Texas State Board of Pharmacy (TSBP) is highly desirable. Prior experience for TSBP or working 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.

Conditions of employment are: (1) must pass state and national fingerprint background checks; and (2) must be able to pass the required online class regarding security of criminal records. Must be eligible, as determined by Texas Department of Public Safety, to access criminal history records. If registered as a pharmacy technician, must possess current registration certificate and be in good standing with the Texas State Board of Pharmacy.

ENVIRONMENT/PHYSICAL CONDITIONS:

Normal office environment. Tobacco Free Work Place. Work involves the following conditions: frequent verbal communications with others, in person and by telephone; reading and reviewing large numbers of documents and processing information quickly and accurately; and 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 transporting of files between offices, and may involve retrieval and replacement of files into 4- and 5-drawer vertical filing cabinets.

REMARKS

Application must be submitted with a cover letter that focuses on the applicant's unique qualifications for the position. Must submit a State of Texas employment application. Application must be completed with all requested information. Incomplete applications will not be considered. Resume may supplement, not replace application. Applicants who are selected for interviews will be required to complete skills tests in the Austin office. Job description & state of Texas application can be downloaded from the TSBP website: <http://www.pharmacy.texas.gov>. **Application must be received by 5:00 pm on the closing date above.**

Mail or fax completed applications to: Texas State Board of Pharmacy, 333 Guadalupe St, Ste 3-500, Austin Texas 78701, FAX 512/305-8075.

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.

A copy of TSBP's EEO Plan Utilization Report is available at http://www.pharmacy.texas.gov/files_pdf/EEO_Utilization_Report_TSBP_Amended.pdf

TEXAS STATE BOARD OF PHARMACY

POSITION TITLE:	Enforcement Program Officer
DIVISION:	Enforcement
SUPERVISOR:	Enforcement Specialist
STATE CLASSIFICATION TITLE:	Program Specialist I
STATE CLASSIFICATION NUMBER:	1570
STATE PAY GROUP:	B17
FLSA STATUS:	Non-Exempt

GENERAL POSITION DESCRIPTION:

Performs routine (journey-level) technical assistance work relating to the enforcement of laws and rules governing the practice of pharmacy. Reviews and analyzes applications filed by pharmacy technicians and technician trainees who have criminal history, evaluates criminal offenses, and determines subsequent course of action. Assigns applications requiring additional background investigative work to other Division employees. Communicates with applicants verbally and in writing regarding the status of their applications. Conducts background investigations. Refers complaints to the Legal Division for the institution of disciplinary action. May provide information to agency customers, including technical interpretations of pharmacy laws and rules.

REPORTING RELATIONSHIPS:

Works under moderate supervision of the Enforcement Program Manager with 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 Executive Director, Director of Enforcement, Enforcement Program Administrator and Legal Division Staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Reviews and analyzes applications for a pharmacy technician or technician trainee registration to determine whether a background investigation should be conducted.

Assigns applications requiring additional background investigative work to other Division employees. Processes applications in accordance with established procedures, including notifying TSBP Licensing Division when an application has been approved.

Communicates with applicants verbally and in writing regarding the status of their applications.

ESSENTIAL DUTIES AND RESPONSIBILITIES (continued):

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

- reviewing and analyzing printouts regarding criminal history of applicants;
- operating TLETS equipment in accordance with FBI/DPS guidelines;
- obtaining records from other regulatory boards;
- 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);
- interviewing applicants regarding information on their applications;
- preparing non-routine letters requesting additional information from applicant regarding their criminal history;
- evaluating, summarizing and documenting investigative findings; and
- ensuring case files are complete and accurate.

May close complaints in the computerized complaint tracking system, with oversight by supervisor. When closing complaints, ensures that information in the system is accurate, including summary comments describing the complaint allegations.

Refers applicant files to the TSBP Legal Division for the institution of disciplinary action.

May provide information to agency customers by telephone, including highly technical interpretations and explanations of pharmacy laws and rules.

Assists in the development of Division policies and procedures and recommends changes for improvement.

Determines work priorities and schedules time accordingly.

Complies with all agency personnel policies, including regular attendance.

OTHER DUTIES AND RESPONSIBILITIES:

Performs related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Thorough knowledge of agency policies and procedures.
- Thorough knowledge of laws and rules governing the practice of pharmacy.
- Ability to interpret and apply agency policies and guidelines.
- Ability to communicate clearly and effectively, both verbally and in writing.
- Ability to deal with professionals under adversarial conditions.
- Working knowledge of basic investigative methods and procedures.
- Problem solving and reasoning skills to recommend courses of action based on interpretation and application of laws, rules, procedures, and court decisions.
- Ability to access, input, and retrieve information from computer.
- Working knowledge of office practices and office equipment.
- Skill at typing quickly and accurately.
- Skill at reviewing documents for completeness and accuracy.
- Strong Interpersonal skills and ability to interact with a variety of contacts courteously, professionally and tactfully.
- Ability to maintain effective working relationship with other employees.
- Ability to work independently.
- Ability to manage multiple priorities concurrently.
- Ability to manage time efficiently and meet rigid deadlines.
- Ability to develop and modify work procedures to improve efficiency.
- Ability to maintain confidentiality.
- 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. A minimum of 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. Prior experience investigating complaints with the Texas State Board of Pharmacy (TSBP) is highly desirable. Prior experience for TSBP or working 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:

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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.