

# 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: Administrative Assistant III (0154) Salary Group A13**

Listing No.	<u>TBP17-008</u>	Opening Date: November 10, 2016
Functional Title:	Enforcement Technician	Closing Date: <u>Until Filled</u>
Type:	Full-Time	Beginning Salary: \$2,735/month
Refer To:	Robert Rivera	

Military Occupational Specialty Codes: Army 42A; Coast Guard YN, 360; Marine 0111; Air Force 3A1x1

## **JOB DESCRIPTION:**

The Texas State Board of Pharmacy (TSBP) is seeking a highly motivated individual to perform complex administrative support and technical program assistance work relating to the agency's enforcement program. Processes complaints according to established policies and procedures, including data entry of complaint information into the agency's computer system. Performs data entry of information relating to compliance inspections. May communicate with agency customers verbally and in writing. Posts information regarding disciplinary orders to the agency's website.

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

Graduation from a standard senior high school or equivalent. One year of job-related experience is required. Job-related experience includes work as a data entry technician, administrative assistant, secretary, imaging technician or file clerk, or work involving duties relating to investigative, regulatory, or legal support. 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.

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 workplace. Work involves the following conditions: frequent verbal communications with others 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 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 lift 35 pounds.

## **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 basic skills tests in the Austin office.

Job description & state of Texas application can be downloaded from the TSBP website:

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

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](http://www.pharmacy.texas.gov/files_pdf/EEO_Utilization_Report_TSBP_Amended.pdf)*

## TEXAS STATE BOARD OF PHARMACY

<b>POSITION TITLE:</b>	Enforcement Technician
<b>DIVISION:</b>	Enforcement
<b>SUPERVISOR:</b>	Enforcement Program Manager
<b>STATE CLASSIFICATION TITLE:</b>	Administrative Assistant III
<b>STATE CLASSIFICATION NUMBER:</b>	0154
<b>STATE PAY GROUP:</b>	A13
<b>FLSA STATUS:</b>	Non-Exempt

### GENERAL POSITION DESCRIPTION:

Performs complex administrative support and technical program assistance work relating to the agency's enforcement program. Processes complaints according to established policies and procedures, including data entry of complaint information into the agency's computer system. Performs data entry of information relating to compliance inspections. May communicate with agency customers verbally and in writing. Posts information regarding disciplinary orders to the agency's website.

### REPORTING RELATIONSHIPS:

Works under the general supervision of Enforcement Program Manager, with moderate latitude for using initiative and judgment within the limits of the agency's and Enforcement Division's policies and procedures. Work is subject to review by agency management, including Enforcement Division Director and other Enforcement staff, including Enforcement Officers and Compliance Specialists.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

Processes complaints according to established policies and procedures. Work includes data entry of complaint information into the agency's computer system. Work also includes drafting, preparing, and mailing letters to complainants and subjects of complaints.

Performs data entry of information relating to compliance inspections.

Provides administrative support to Compliance Specialists. Includes preparing correspondence regarding agency's compliance program, such as letters acknowledging voluntary compliance with Warning Notices issued during compliance inspections.

Provides information to agency customers by telephone, including highly technician interpretations and explanations of pharmacy laws and rules.

Posts information regarding disciplinary orders to the agency's website.

Assists with the administrative processing of enforcement documents, including making copies of documents, preparing file jackets, and mailing documents.

Serves as a back-up to receptionist.

May sort, review and distribute Division mail to the appropriate individual.

**ESSENTIAL DUTIES AND RESPONSIBILITIES (continued):**

May perform duties of other Division administrative support staff in their absence, including maintenance of complaint files.

Maintains sufficient supplies on hand.

Determines work priorities and schedules time accordingly.

Maintains confidentiality of complaint information and associated documents.

Complies with all agency personnel policies, including regular attendance.

**OTHER DUTIES AND RESPONSIBILITIES:**

Performs related duties as assigned.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Working knowledge and demonstrated ability of office practices and administrative procedures, including use of standard office equipment and personal computer.

Thorough knowledge of agency policies and procedures.

Ability to communicate clearly and effectively, both verbally and in writing.

Speed and accuracy in data entry and word processing, including skill at reviewing documents for accuracy.

Ability to work independently, manage time efficiently, and ability to manage multiple priorities concurrently.

Ability to meet rigid deadlines.

Ability to maintain confidentiality.

Memory Skills.

Ability to maintain files accurately.

Interpersonal skills to interact with the public courteously and professionally.

Ability to maintain effective working relationships with other employees

Ability to interpret and apply agency policies and guidelines.

**EDUCATION AND EXPERIENCE REQUIREMENTS:**

Graduation from a standard senior high school or equivalent. One year of job-related experience is required. Job-related experience includes work as a data entry technician, administrative assistant, secretary, imaging technician or file clerk, or work involving duties relating to investigative, regulatory, or legal support. 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.

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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.*

Replaces 08/01/15  
Revised 11/10/16