

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. TBP17-009
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. Conducts in-depth reviews and evaluations of various types of applications for licensure or registration. Communicates with applicants verbally and in writing regarding application process. Provides information to agency customers by telephone, including highly technical interpretations and explanations of pharmacy laws and rules. Assists Enforcement Program Manager to accomplish activities relating to the goals and objectives of the Enforcement Division.

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, work that involves handling customer complaints or customer service, work involving regulatory programs or law enforcement; or technical assistance work, preferably in health-related professional work. 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.

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 the 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 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 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 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 Specialist
DIVISION:	Enforcement
SUPERVISOR:	Enforcement Program Manager
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. Conducts in-depth reviews and evaluations of various types of applications for licensure or registration. Communicates with applicants verbally and in writing regarding application process. Provides information to agency customers by telephone, including highly technical interpretations and explanations of pharmacy laws and rules. Assists Enforcement Program Manager to accomplish activities relating to the goals and objectives of the Enforcement Division.

REPORTING RELATIONSHIPS:

Works under the moderate supervision of the Enforcement Program Manager 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, Enforcement Division Director and General Counsel.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Conducts in-depth reviews and analysis of applications for a pharmacist or pharmacy license or an intern registration that have been referred to the Enforcement Division for review. Assists in determining appropriate course of enforcement action.

When applicable, conducts background investigations of applicants who have criminal or disciplinary history. 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.

ESSENTIAL DUTIES AND RESPONSIBILITIES (cont'd):

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

Processes applications in accordance with established procedures. Work includes:

- (1) 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);
- (2) Prepares written reports which summarizes investigative findings and documents interviews with applicable entities;
- (3) Updates agency's computer system and ensures that data entry and documentation in case files are complete and accurate;
- (4) When applicable, refers applicant files to the agency's Legal Division or notifies the agency's Licensing Division when an application has been approved; and
- (5) When applicable, prepares dismissal (warning) letters.

Assists Enforcement Program Manager to accomplish activities relating to the goals and objectives of the Enforcement Division.

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.

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, work that involves handling customer complaints or customer service, work involving regulatory programs or law enforcement; or technical assistance work, preferably in health-related professional work. 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.

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.