

**TEXAS STATE BOARD OF PHARMACY (TSBP)  
JOB VACANCY ANNOUNCEMENT  
Enforcement Specialist**

<b>Job Title:</b>	Program Specialist I	<b>Closing Date:</b>	Until Filled
<b>Posting Number:</b>	TSBP19-022	<b>Schedule:</b>	Full-time
<b>Reports to:</b>	Enforcement Program Mgr	<b>Division:</b>	Enforcement
<b>Annual Salary:</b>	\$3,150.00 (B17)	<b>Travel:</b>	No
<b>New Hires/Rehires:</b>	60 day waiting period for Health coverage	<b>Military Crosswalk Army 35; Navy OS, YN; Coast Guard 205, 360, 05; Marine 0231; Air Force SDI</b>	

**GENERAL 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. Provides information to agency customers by telephone, including explanations of pharmacy laws and rules. Assists Enforcement Program Manager to accomplish activities relating to the goals and objectives of the Enforcement Division.

**ESSENTIAL JOB FUNCTIONS**

Conducts in-depth reviews and analysis of licensed entities and applications for a pharmacist or pharmacy license, including changes of managing officers, 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:

- reviewing and analyzing printouts regarding criminal history of applicants;
- obtaining records from other state boards of pharmacy and regulatory authorities;
- 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 provided on their applications;
- receiving, reviewing and analyzing reports received from licensed entities or other agencies regarding criminal or disciplinary history; and
- conducting investigations of Licensing Division referrals regarding various violations of Board rules or laws.

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:

- reviews applications and/or reports to determine whether or not to initiate complaints against licensees;
- 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);
- Prepares written reports which summarizes investigative findings and documents interviews with applicable entities;
- Updates agency's computer system to include data entry of complaints into agency database and ensures that data entry and documentation in case files are complete and accurate;
- When applicable, refers applicant files to the agency's Legal Division or notifies the agency's Licensing Division when an application has been approved;
- When applicable, prepares dismissal (warning) letters; and
- Closes complaint files per agency policy and procedures.

**MINIMUM QUALIFICATIONS**

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 in a pharmacy licensed by TSBP is highly desirable. Must have knowledge of Microsoft Word and Excel. Must be able to demonstrate knowledge of business English, including terminology, spelling, and grammar.

Applicant must be eligible, as determined by the Texas Department of Public Safety, to access criminal history records. Must pass state and/or national fingerprint identification checks. If registered as a pharmacy technician, must possess current registration certificate and be in good standing with the Texas State Board of Pharmacy.

#### KNOWLEDGE, SKILLS & ABILITIES (KSAs)

- Working knowledge of moderate investigative methods and procedures.
- Knowledge of agency policies and procedures. Ability to interpret and apply agency policies and guidelines.
- Knowledge of laws and rules governing the practice of pharmacy.
- 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 and/or determine 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.
- 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.
- Memory skills

#### WORK ENVIRONMENT

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 lifting of boxes of records, evidence, and other documents weighing more than 35 pounds

#### VETERAN'S PREFERENCE

In order to receive a veteran's preference for any position, one the following documents must be submitted with the employment application: a copy of the DD-214; a statement of compensation from the Veteran's Administration; or a copy of the DD1300.

#### HOW TO APPLY

The Texas State Board of Pharmacy (TSBP) accepts applications only for posted vacancies. The job description and state of Texas application can be downloaded from the TSBP website: <http://www.pharmacy.texas.gov/Job%20Openings/JobOpenings.asp>. Application must be submitted with a cover letter that focuses on the applicant's unique qualifications for the position. Application must be completed with all requested information. Incomplete applications will not be considered. Applications may be submitted by mail, in person, or email to: Texas State Board of Pharmacy, 333 Guadalupe St, Ste. 3-500, Austin Texas 78701; [human.resources@pharmacy.texas.gov](mailto:human.resources@pharmacy.texas.gov)

#### *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)*

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