

TEXAS STATE BOARD OF PHARMACY (TSBP) JOB VACANCY ANNOUNCEMENT

Job Title:	Enforcement Officer	Closing Date:	Until Filled
State Classification:	1352 – Investigator III		
Posting Number:	TSBP19-025	Schedule:	Full-time
Reports to:	Enforcement Program Manager	Division:	Enforcement
Monthly Salary:	\$2,910 (B16)	Travel:	None
New Hires/Rehires:	60 day waiting period for health coverage	Military Crosswalk: Army 31, 35, 311A, 31A, 351L, 351M ; Navy 183X, 638X, 783X ; Coast Guard 023, INV; Marine 5805, 58; Air Force 14NX, 71SX, 14, 71	

GENERAL POSITION DESCRIPTION

Performs moderately complex (journey-level) administrative (non-criminal) investigative work relating to the enforcement of laws and rules governing the practice of pharmacy. Receives and resolves complaints which are filed with the agency. Prepares investigative reports and case files. Communicates with complainants and subjects of complaints verbally and in writing. Processes complaints according to established procedures, including data entry duties. Provides highly technical information regarding laws and rules governing the practice of pharmacy to Board customers.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Investigates complaints alleging violations of the laws and rules governing the practice of pharmacy. Work includes: conducting criminal history background investigations on applicants for licensure/registration from TSBP, reviewing records, and verifying information; contacting and interviewing parties to complaints received by TSBP, including complainants, subjects of complaints, prescribing practitioners and other health-related professionals; collecting applicable evidence, such as criminal records, pharmacy and medical records, and supplemental information regarding applicants; summarizing and documenting investigative findings in memorandums and final reports; preparing and presenting information to make recommendation for action; and preparing cases and evidence for referral of administrative hearings. Processes and closes complaints in accordance with established policies and procedures. Work includes updating complaint information in agency's computerized data base. Ensures that data entry and documentation in case files are complete and accurate. Prepares education and disposition letters to subjects of complaints. Provides highly technical information regarding pharmacy laws and rules governing the practice of pharmacy to Board agency customers. Maintains confidentiality of complaint information and associated documents. May perform related duties as required, or of other Division staff in their absence. Determines work priorities and schedules times accordingly. Complies with all agency personnel policies, including regular attendance.

EDUCATION AND EXPERIENCE REQUIREMENTS

High school education or equivalent is required. Four-years work experience or graduation from a four-year accredited college or university with major course work in job-related field is preferred. Experience and education may be substituted for one another. Job-related/course work includes work in law enforcement; work that involves administrative or regulatory investigations; work that involves handling customer complaints or customer service; and technical assistance work, administrative assistant or program specialist work, or legal assistant work, preferably in a health-related professional field. Must have demonstrated ability of office equipment and computer software, including word processing and data entry. Knowledge of Word, Excel and Adobe is desired. 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.

HOW TO APPLY

The Texas State Board of Pharmacy (TSBP) accepts applications only for posted vacancies. Applications must be received by 5:00 P.M. CST on the closing date. 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. **A resume may be submitted as a supplement to the State of Texas application; however a resume submitted in lieu of a State of Texas application will be rejected. A State of Texas application with "see resume" within the summary of experience is considered incomplete and will be rejected.** 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

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