

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

Job Title:	Program Specialist I	Closing Date:	Until Filled
Posting Number:	TSBP19-026	Schedule:	Full-time
Reports to:	Enforcement Program Mgr	Division:	Enforcement
Annual Salary:	\$3,150.00 (B17)	Travel:	No
New Hires/Rehires:	60 day waiting period for Health coverage	Military Crosswalk Army 35; Navy OS, YN; Coast Guard 205, 360, 05; Marine 0231; Air Force SDI	

GENERAL DESCRIPTION

Performs investigative work relating to the enforcement of laws and rules governing the practice of pharmacy. Conducts administrative (non-criminal) investigations of registered pharmacy technicians and technician trainees who have committed criminal offenses. Prepares investigative reports and case files. Provides information to agency customers by telephone, including highly technical explanations of pharmacy laws and rules.

ESSENTIAL JOB FUNCTIONS

Conducts background investigations of individuals who are registered as pharmacy technicians or technician trainees. Work includes obtaining records from courts and law enforcement agencies regarding criminal offenses committed by pharmacy technicians or technician trainees. Determines appropriate court to contact (e.g., municipal; county; state or federal court). Investigations are administrative (non-criminal). No field work is conducted.

Review and analyze daily quarterly rap back and fingerprint reports from DPS and determine if a complaint should be initiated against an applicant or registrant for pharmacy technician or pharmacy technician trainee, if a new criminal offense exists.

Evaluates, summarizes, and documents investigative findings. Prepares written investigative reports. Ensures case files are complete and accurate.

Refers case files to the agency's legal division for the institution of disciplinary action. Processes files in accordance with established policies and procedures.

Communicates with technicians and technician trainees, verbally and in writing, including preparation of warning letters.

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

Assists in the development of Division policies and procedures. Determines work priorities and schedules times accordingly. Conducts orientation trainings.

Complies with all agency personnel policies, including regular attendance.

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 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. Previous experience in a pharmacy licensed by TSBP is 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 basic 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 courses of action based on interpretation and application of court decisions, laws, rules and procedures.
- Interpersonal skills to interact with a variety of contacts professionally and tactfully.
- Ability to maintain effective working relationships with other employees.
- Speed and accuracy in data entry, word processing, and file maintenance.
- 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 sitting and operating a personal computer for long periods of time. 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 25 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

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

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