**Duties include, but are not limited to the following.**

**Roles can be fulfilled by one or multiple pharmacy staff members, as well as shared by one or multiple staff members.**

1. **Input Technician** 
   1. Oversee all incoming new prescription entry & patient information gathering
   2. Patient communication upon receipt of new prescriptions
2. **Front End Manager**
   1. Sorts, orders, and faces front end
   2. Oversees Point of Sale operators
3. **POS Technician**
   1. Ensures accurate dispensing of medication to the patient
   2. Screens patients for questions, needs, etc
   3. Captures patients for intervention (MTM, programs, classes, screenings, etc)
4. **Fill Technician**
   1. Ensures accurate filling of prescriptions
   2. Ensures proper billing of prescriptions to third parties
   3. Delivers accurate and complete prescription orders to pharmacist for verification
5. **Third Party Technician**
   1. Ensures proper third party coverage of medication
   2. Assists with manufacturer coupons, prior approvals, step therapy, quantity limits, etc.
6. **Prescriber Relations Technician**
   1. Ensures proper messaging and coordination with prescribers
   2. Maintains open line of communication between patient, prescriber(s), and pharmacy
7. **Patient Outreach Technician**
   1. Oversee patient monitoring programs
   2. Oversee direct patient contact (outbound call, email, text, etc)
   3. Recruit patients for education classes, screenings, MTM, etc
8. **Delivery Technician**
   1. Oversee patient contact outside of pharmacy doors
   2. Ensure proper delivery of prescriptions to pharmacy patients
9. **Bookkeeper / Administrative Assistant**
   1. Oversee proper bill paying and daily admin functions
   2. Oversee staff scheduling, third party payment receipt and reconciliation
   3. Oversee pharmacy compliance measures and quality improvement
10. **Marketing Director**
    1. Manage all degrees of marketing and pharmacy outreach

(Newspaper, television, social medial, local events, prescriber office contact, etc)