

EDITED KSA LISTING

CLASS: PHARMACY TECHNICIAN

NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.

#	Knowledge, Skill, Ability
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	Knowledge of:
K1.	Comprehensive knowledge of written prescriptions and pharmaceutical terminology (e.g., medication names, dosages and forms, etc.) in order to pull, process, fill, compound prescriptions, communicate with health care staff, etc.
K2.	Basic knowledge of computer usage (e.g., software programs, etc.) to maintain and safeguard accurate records, log on and back up procedures (e.g., floppy, zip drive, etc.), create reports, respond to departmental needs, etc.
K3.	Basic knowledge of typing on a computer keyboard/typewriter in order to type prescription labels, etc.
K4.	Comprehensive knowledge of weights, measures and mathematical computations in order to process, fill, compound prescriptions, etc.
K5.	Basic knowledge of sterile techniques and related quality assurance activities in order to effectively and safely fill intravenous prescriptions, etc.
K6.	Basic knowledge of standard pharmacy policies and procedures relating to the record keeping, receipt, checking, storage and delivery of medications, etc.
K7.	Basic knowledge of clerical techniques (e.g., record keeping, filing, telephone etiquette and usage, shredding, transmitting, copying, etc.) in order to communicate effectively.

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K8.	General knowledge of the purpose, mission, and goals of the Department to ensure that the progress and completion of work assignments and tasks conform to the overall objectives of the unit/division.
K9.	Basic knowledge of the pharmacy procedures to pick, pull, fill, and refill prescriptions in order to dispense medications, fill unit dose bins, etc. for the inmate-patient population.
K10.	Basic knowledge of compounding prescriptions in order to dispense medication for the inmate-patient population.
K11.	Basic knowledge of pharmaceutical packaging equipment and requirements in order to prepare pre-pack bulk medications or unit dose packs, blister packs, and comply with rules, laws, regulations, etc.
K12.	Basic knowledge of the pharmacy distribution program in order to effectively dispense medication for the inmate-patient population.
K13.	Basic knowledge of inventory control procedures in order to control inventory, control budget, replenish stock, and return excess or expired drugs, etc.
K14.	Basic knowledge of housekeeping/cleaning policies and procedures for a clean, safe and secure environment.
K15.	Basic knowledge of drug recall procedures in order to maintain inmate patient safety and comply with laws, rules and regulations, etc.

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K16.	Basic knowledge of tool control procedures in order to maintain a safe and secure environment.
K2.	Basic knowledge of institutional safety (e.g., trip hazards, malfunctioning locks/ doors, etc.) and waste disposal policies and procedures in order to conduct safety inspections, maintain a safe and secure environment, and to be in compliance with CAL OSHA, Departmental Operations Manual (DOM), departmental policies and procedures, etc.
K3.	Basic knowledge of work related patient and staff confidentiality and sensitive issues not to jeopardize privacy and security and to comply with laws, rules and regulations, etc.
K4.	Basic knowledge to communicate effectively (verbally and written) in order to exchange and/or provide information and/or direction to staff and others.
K5.	General knowledge of the policies, procedures, laws, rules, regulations, etc. that governs the pharmacy practices in order to maintain a safe and secure environment.

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	Skill to:
S1.	Skill to communicate effectively (verbally and written) with staff, inmates, public, and others by utilizing interpersonal communication skills, telephone etiquette, etc. in order to exchange and/or provide information and/or direction to staff and others.
S2.	Skill to use and operate computerized equipment to create documents, input, retrieve and update data base information, etc. in order to perform assigned duties.
S3.	Skill in record keeping in order to provide historical data.
S4.	Skill in preparing reports to provide information and/or documentation to management.
S5.	Skill to review and interpret prescriptions to accurately and efficiently process prescriptions.
S6.	Skill to establish and maintain confident and cooperative relationships with staff, the public and others in order to meet the mission, goals and objectives of the Department of Corrections.

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S7.	Skill to accurately and efficiently type on computer/typewriter to produce prescription labels, enter pharmacy and patient information, etc.
S8.	Skill to mathematically calculate various dosages, conversions, percentages, dilutions, infusion rates, quantity to dispense, compounding, etc.
S9.	Skill to mix intravenous solutions and compounding in order to fill special prescriptions for inmate-patient population.
S10.	Skill in accurately filing (alphabetical and numerical) in order to properly file and track invoices, prescription orders, reports, etc.
S11.	Skill in properly storing and ordering medications including stock rotations in order to easily access medications and avoid having excessive and outdated medication on hand, etc.
S12.	Skill in operating automated packaging equipment and tools (e.g., spatula, counting tray, bubble packs, etc.) in order to expedite physicians' orders, etc.

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	Ability to:
A1.	Ability to analyze situations accurately in order to determine and implement effective and appropriate courses of action.
A2.	Ability to follow and accept meticulous written and oral instructions/directions from Pharmacist in order to complete assigned tasks.
A3.	Ability to appropriately handle stressful situations in the workplace, in a professional and tactful manner, with a goal of avoiding further escalation by utilizing effective interpersonal skills.
A4.	Ability to be a team player (e.g., participation, positive attitude, etc.) utilizing interpersonal skills, professionalism and tact in order to work cooperatively and effectively with others.

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	Special Physical Characteristics to:
SPhyC1	Expected to have the ability to reach above the head, utilize step stools and ladders, push/pull/twist at the waist, repetitive motion of hands/fingers, lift at least 20 pounds (unassisted), in order to complete assigned tasks in the pharmacy.
SPhyC2	Normal color vision adequate to successfully perform the job as measured by the Ishihara Pseudo-Chromatic Plate Test (IPCPT) or for persons failing the Ishihara, the Farnsworth D-15 Arrangement Test in order to accurately see various pill and solution colors, etc.

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	Special Personal Characteristics:
SPC1.	Willing to recheck one's own work in order to avoid errors.
SPC2.	Willing to work within exacting and meticulous guidelines in order to produce accurate prescriptions.
SPC3.	Personal hygiene that is consistent with a medical setting in order to work cooperatively with others and prevent spreading of germs/diseases.
SPC4.	Willing to accept constructive criticism and corrections in order to work cooperatively with others.
SPC5.	Willing to work with ethnic and gender diverse workforce in order to work cooperatively with others.

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