

GENERAL SUMMARY:

Health is everything. At CVS Health we are committed to increasing access, lowering costs and improving quality of care. Millions of times a day, we're helping people on their path to better health—from advising on prescriptions to helping manage chronic and specialty conditions. Because we're present in so many moments, big and small, we have an active, supportive role in shaping the future of health care. Pharmacy Technicians are at the forefront of our purpose as they deliver compassionate care to our millions of patients every day.

This position provides an opportunity, in a leading retail pharmacy setting, to excel in a complex, high impact patient focused role and to positively impact the lives of others. The ideal candidate must be able to triage pharmacy tasks, balance efficiency with accuracy, work both independently and as a team in a fast-paced environment, and achieve excellence in customer service through compassion and genuine care for all patients while ensuring all medication needs and regulatory compliance standards are met. Pharmacy Technicians must demonstrate ethical conduct and maintain patient confidentiality at all times.

ESSENTIAL FUNCTIONS:

- Promotes a path to better health by engaging customers to learn about their health and medications; educates customers about CVS services and products appropriately positioning CVS as a partner in customers' path to better health.
- Focuses on the customer, keeping the customer top of mind at all times, prioritizing customer needs, displaying genuine care and empathy in all interactions, and ensuring complete customer satisfaction.
- Understands and follows applicable Federal and State laws (e.g., HIPAA), regulations (e.g., OSHA), professional standards, and ethical principles; complies with CVS policies and procedures to ensure patient safety and protect patient privacy and security.
- Effectively follows workflow procedures with an in-depth understanding of each workstation (i.e., Pick-Up, Drop-Off, Drive-Thru, Production) for day-to-day coordination and processing of patient medication orders; manages own responsibilities while shifting to help the team where needed.
- Delivers results while balancing quality and efficiency in all tasks, maintains accuracy while consistently meeting workflow and inventory management goals.
- Demonstrates compassion and care by proactively identifying and resolving potential problems to ensure customers have their medications when needed; collaborates with immediate and extended pharmacy teams, medical staff, insurance companies, and customers alike to resolve issues, ensure accuracy, and deliver timely resolution of any medication or insurance related concerns.
- Actively seeks opportunities to expand clinical, technical and insurance knowledge, leveraging available tools and training resources, to develop the basic drug understanding and technical expertise needed to accurately and more effectively assist customers.
- Contributes to high-performing teams by looking for opportunities to contribute to individual and broader team goals, remains flexible for both schedule and business needs while easily adapting to changes at work to enables supportive, collaborative, and challenging work environment.

REQUIRED QUALIFICATIONS

- Attention and Focus
 - The ability to concentrate on a task over a period of time without being distracted
- Customer Service Orientation
 - Actively look for ways to help people, and do so in a friendly manner
 - Notice and understand customers' reactions, and respond appropriately

- Communication Skills
 - Use and understand verbal and written communication to interact with customers and colleagues
 - Actively listening by giving full attention to what others are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Mathematical Reasoning
 - The ability to use math to solve a problem, such as calculating day's supply of a prescription.
- Problem Resolution
 - Is able to judge when something is wrong or is likely to go wrong; recognizing there is a problem.
 - Choosing the best course of action when faced with a complex situation with several available options.

PHYSICAL DEMANDS:

- Standing / Walking for an extended period of time
- Near Vision - is able to see details at close range (within a few feet)
- Wrist/Finger Speed - is able to make fast, simple, repetitive movements of the fingers, hands, and wrists
- Auditory Attention - is able to focus on a single source of sound in the presence of other distracting sounds.
- Ability to push and pull objects as well as reaching overhead
- Is able to load and unload trays/cases/totes - 20 pound maximum to a height of 4 feet

PREFERRED EDUCATION:

- High School diploma or equivalent

PREFERRED QUALIFICATIONS:

- Previous experience in a pharmacy, retail, medical, or customer service setting
- Previous experience as a Pharmacy Technician
- PTCB National Certification

CVS Health is an equal opportunity employer. We do not discriminate in hiring or employment against any individual on the basis of race, color, gender, national origin, ancestry, religion, physical or mental disability, age, veteran status, sexual orientation, gender identity or expression, marital status, pregnancy, citizenship, or any other factor protected by anti-discrimination laws. Furthermore, we comply with the laws and regulations set forth in the following EEO is the Law Poster: [EEO IS THE LAW EEO IS THE LAW POSTER GINA SUPPLEMENT](#)

Federal law requires employers to provide reasonable accommodation to qualified individuals with disabilities. If you require assistance to apply for this job, please contact us by clicking [AA EEO CVS Health](#)

DISCLAIMER:

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

Approvals:

Human Resources Date Line or Staff Management Date