

KEY COMPETENCIES FOR THE STORE STAFFS			
S.No	Key Competencies	Explanation of Competency	How to Check
1	Grooming	Pharmacist has to be properly groomed either clean shaved or beard is properly groomed, shoes must be cleaned and polished, appearance must be good	By seeing the candidate
2	Pharmaceutical knowledge	A comprehensive understanding of pharmacology, drug interactions, side effects, and therapeutic uses is crucial for advising patients and ensuring proper medication use.	By asking questions related to medicines and basic understanding of pharmacology
3	Problem-solving	Pharmacists often encounter prescription issues, dosage conflicts, or patient inquiries that require quick and accurate problem-solving and critical analysis to resolve.	By giving situations of managing difficult customer
4	Medication dispensing and management	Proficiency in accurately dispensing medications, including dosage calculations and understanding medication administration routes, is a fundamental responsibility.	By asking question related to reading prescription
5	Adaptability	Need to be available in the odd timings and different locations as per need	By checking if a candidate is only want to work at one location and not open to relocate within city
6	Analytical skills	Identifying problems in the area of duty and offering solutions, understanding patient histories, and recognizing adverse effects linked to medication requires strong analytical skills.	By giving different situations
7	Team work	Working effectively with other pharmacy staff and healthcare professionals to ensure smooth operations and optimal patient outcomes is vital in a collaborative healthcare environment	Can be checked with different questions. Has he participated in any group activity and his comfort level
8	Time management	Efficiently managing multiple tasks, prioritizing workload, and meeting deadlines in a fast-paced environment are crucial for maintaining an efficient workflow and minimizing patient waiting times.	How good is he completing assignment and tasks on time
9	Customer service orientation	Providing empathy, patience, and politeness when addressing patient concerns and complaints contributes to patient satisfaction and loyalty.	How good is he in presenting the things
10	Communication skills	Effectively interacting with patients, explaining medication regimens, discussing potential side effects, and collaborating with healthcare professionals are vital for building trust and ensuring patient	By way of explaining the things
11	Drug information and clinical knowledge	It is essential to ensure patient safety and avoid legal complications.	By asking questions related to pharmacy compliances
12	Pharmacy compliance knowledge	Pharmacy is highly regulated area and regular Drug inspections can be expected. So pharmacist must know atleast common compliances like different type of register e.g. Schedule H1, Expiry box, inspection books etc.	By asking questions related to pharmacy compliances
13	Computer knowledge	understanding of different billing software, usually pharmacists working at local chemist shop do not have familiarity with billing software	By asking question related to software or if he had computer subject during his studies
14	Inventory Management	Overseeing and managing pharmacy inventory, including ordering, restocking, and identifying expired medications	This subject each pharmacist study during their pharmacy qualification