

Job Description – Pharmacy Assistant

Title: Pharmacy Assistant

Reports to: Retail Manager

Based at:

Document Created: December 2012

Working Relationships:

Customers

Franchisor

Wholesaler/Brand

Suppliers

Business owner

Retail Staff/Manager

Job purpose:

The job purpose of the Pharmacy Assistant is to carry out sales activities and maintain store standards to the agreed standards. Doing these activities will maintain and develop sales in the pharmacy. All activities will comply with all legal, brand/banner, SOPS and professional requirements.

Key responsibilities and accountabilities:

1. Consistently deliver customer service in accordance with our customer service standards.
2. Comply with our required personal grooming standards.
3. Maintain store/merchandising standards as described in our merchandising standards manual; this includes stock management, cleaning, shelf/ stock presentation, shelf ticketing.
4. Use the Retail Ready Program© to drive store standards and maintain records of store execution performance.
5. Maintain Plan-o-grams to the required standard.
6. Implement Promotions accurately and in the required time frames.
7. Attend training(s) as directed.
8. At all times comply with Occupational Health and Safety requirements.
9. Maintain Point Of Sale system as directed.
10. Maintain harmonious working relationship with Suppliers/Vendors within the buying parameters set by the business.
11. Observe the correct buying protocols.
12. Observe correct stock receiving protocols.
13. Unpack orders and stock shelves as required.
14. Comply with Pharmacy Medicine Policy, Pharmacy Medicine Guidelines and Pharmacist Only Medicines procedures.
15. Maintain good working relationships with your Manager and your peers.
16. Comply with all aspects of the Standard Operating Procedures manual.
17. Other work as directed by the Retail Manager/Business Owner

Key Performance Indicators:

- Store Sales \$: Improvement in total store sales is the key objective for all team members. The minimum percentage improvement in Sales \$ is the annual rate of inflation.
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- Average sale \$: Each team member will have their Average Sales \$ recorded. Continuous improvement in this is sort, and a minimum average of \$14.00 for OTC products.
- Average units sold: The benchmark requirement is for team members to have an average of 2.5 units (OTC) per transaction.
- Store Standards: Your section must be managed according to the Retail Ready Program© requirements in the timeframes reasonably agreed with the Retail Manager.
- Customer Feedback: Complaints recorded and compliments received will be monitored.
- 360 Degree feedback: An annual survey will be undertaken that allows your peers and superiors to comment on your performance, and you theirs. A satisfactory result is required.
- On time performance: You must get to work within the required timeframes.
- Administration: All administration must be completed to standard and in the agreed timeframes.

Skills, Knowledge and Attributes:

- Personality – you must be suitable for the role (see ProScan©), friendly, reliable etc.
- Personal Situation – ability to perform the role and be at work at agreed times.
- Specific Job Skills – experience or ability to learn how to provide high quality customer service and pharmacy specific advice.
- Computer Skills – competent in the operation of the POS system, Microsoft Word, Microsoft Excel and SignIQ.
- Literacy and Numeracy – must have passed English and Math’s to Grade 10 level.

Remuneration:

- Total Remuneration Package will be made up of the following:
 - Base Salary \$
 - Superannuation contribution of %
 - Leave entitlements

Limits of authority

- You may not sell below established discount limits.
- Must follow the company's policies, procedures and ethos.
- Cannot partake in any activities which would be deemed as a conflict of interest in your role with the pharmacy.
- Must not participate in serious misconduct as this will lead to termination of employment.
- Where there is a dispute between yourself and a team member, customers or suppliers this is to be referred to your manager at the earliest instance.
- Cannot dispose, sell or purchase any capital asset without approval of the manager.
- Cannot commit the company to any promotion or sponsorship without approval of the manager.
- Cannot commit to any advertising without approval from the manager/management.
- Cannot commit to any product purchasing without approval from the manager/management.