Bilingual Certified Pharmacy Technician

Position Summary

Arlington Free Clinic is seeking a **Certified Bilingual Pharmacy Technician** to support pharmacy operations by ensuring the availability of medications and assisting with the safe and efficient delivery of medications to patients. The individual is responsible for prescription preparation, patient refill coordination, inventory management, Patient Assistance Program (PAP) administration, and oversight of the TPC software system. The Pharmacy Technician works closely with pharmacists, volunteers, and patients to provide high-quality service while maintaining compliance with pharmacy protocols and regulatory requirements. **Must be bilingual in Spanish and English.**

Key Responsibilities

Patient Prescriptions and Refills

- Assist in filling prescriptions by counting, pouring, and labeling medications according to established pharmacy protocols.
- Review patient charts to verify refill eligibility and prescription availability.
- Manage the patient refill telephone line, including recording refill requests and monitoring voicemail messages daily.
- Maintain and update patient refill request logs.
- Pull and prepare patient charts for pharmacist review.
- Verify medication availability for requested refills.
- Coordinate daily medication pickup activities, answer patient questions, and collect patient donations.

Pharmacy Operations Support

- Assemble, stock, and distribute medications to support pharmacy services.
- Maintain prescription and physician order records through accurate filing and documentation.
- Assist pharmacists with medication stocking, inventory management, sorting, and labeling activities.
- Help maintain a clean, organized, and secure pharmacy environment.
- Support proper storage and disposal of expired medications.
- Follow all safety, security, confidentiality, and quality assurance procedures.

TPC Software and Patient Assistance Programs (PAP)

- Enter and maintain patient information in TPC software to process and track PAP applications.
- Coordinate and oversee volunteer use of the TPC system.
- Submit, copy, organize, and maintain PAP documentation and files.
- Contact patients to obtain updated tax returns and required documentation for annual PAP renewals.
- Monitor application status and assist with follow-up activities to ensure program compliance.

Administrative Responsibilities

- Assist with data collection and reporting for pharmacy stakeholders and partner organizations.
- Monitor cashiering-area supply levels and communicate replenishment needs.
- Ensure cashiering equipment is operational and report maintenance concerns as needed.
- Assist in obtaining medications through available patient support and assistance funding programs.
- Track and reconcile vaccine inventories monthly.
- Order pharmacy supplies and maintain adequate inventory levels.
- Respond promptly and professionally to patient inquiries while demonstrating respect, dignity, compassion, and excellent customer service.
- Perform other duties as assigned.

Qualifications, Skills and Competencies

- High school diploma or equivalent.
- Pharmacy Technician certification a must.
- **Bilingual in Spanish and English both written and spoken**
- Minimum of two years' experience in a pharmacy, healthcare or medical office setting.
- Strong attention to detail and accuracy.
- Proficiency with computer systems and data entry.
- Excellent organizational, communication, and customer service and patient relations.
- Ability to maintain confidentiality and handle sensitive patient information.
- Ability to work collaboratively with pharmacists, staff, and volunteers.
- Experience with prescription processing, and inventory management,
- Knowledge of pharmacy software systems and electronic recordkeeping preferred.

This is an excellent full time position, offering competitive salary and benefits, including medical/dental insurance, life insurance, Flexible Spending Plan, 401(k) retirement plan, paid holidays, paid time off (PTO), sick leave and free parking.

Qualified candidates should respond by email stating salary requirement and send resume to: Director of Human Resources - Nadkins@arlingtonfreeclinic.org.

Arlington Free Clinic is an Equal Opportunity Employer and is committed to an equal and diverse workplace.