



**Position:** Pharmacy Technician Supervisor  
**Program:** Pharmacy  
**Reports to:** Pharmacy Operations Manager  
**Salary:** \$49,920 Annually  
**Status:** 100%, Full-Time, Exempt  
**Probation:** 180 days  
**Benefits:** Medical, Vision, Dental, and Life Insurance; also including Long Term Disability, an Employee Assistance Program, and a 403B retirement plan.

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**JOB SUMMARY:**

Under the direct supervision of the Pharmacy Operations Manager, the Pharmacy Technician Supervisor assists in the management of the day to day operations while maintaining a positive, respectful, and professional work environment.

**ESSENTIAL FUNCTIONS:**

- 1) Coordinates with the Pharmacy Operations Manager in the scheduling of Pharmacy Technicians;
- 2) Coordinates with the Pharmacy Operations Manager in the development and training of Pharmacy Technicians on: pharmacy policies and procedures, current and updated protocols, HIPAA compliance, Fraud Waste and Abuse Compliance, and other training as required;
- 3) Make recommendations and changes to work flow, as necessary, to meet the needs of the growing pharmacy;
- 4) Coordinates the enhancement of processes to ensure that the workflow of the pharmacy runs smoothly and the Technicians are fulfilling appropriate functions;
- 5) Makes recommendations for hiring, training, scheduling, and disciplinary action of Pharmacy Technicians;
- 6) Coordinates activities with appropriate supervisors including but not limited to: ordering pharmaceuticals, office supplies and inventory management;
- 7) Assists with quality assurance and credentialing of any new Technician hires;
- 8) Coordinates the maintenance of all paperwork and filing as required, including off-site storage and document retrieval;
- 9) Maintains an orderly, clean environment in the pharmacy;
- 10) First-line in the handling of client grievances and complaints;
- 11) Participates in on and off-site meetings required;
- 12) Act as a liaison between patients, medical providers, and other staff and external associates in a professional, friendly and courteous manner to optimize customer service in the pharmacy;
- 13) Ensures that all Pharmacy Technicians are collecting and processing patient specific data to process and fill prescriptions and ensure third party adjudication in accordance with pharmacy procedure;
- 14) Manages, maintains reports, and communicates to appropriate department personnel as it pertains to weekly return to stock (RTS) and patient adherence issues;
- 15) Coordinates with the Pharmacy Operations Manager to ensure proper pharmacy workflow on a daily basis Technicians;
- 16) Other duties as assigned.

**JOB QUALIFICATIONS AND EXPERIENCE:**

- 1) Experience working with the LGBT community and familiarity with issues of particular relevance to LGBT people;
- 2) A passion for the Center's work and its mission to make the world a better place for LGBT people;
- 3) A minimum of 2 years' experience in pharmacy required;
- 4) Ability to work evenings and weekends independently;
- 5) 1 year of supervisory experience preferred;
- 6) Strong verbal and written communication skills, including good organizational detail and interpersonal skills;
- 7) Excellent computer skills and knowledge of pharmacy, word processing, database operations, spreadsheets, and other software systems; knowledge of QS1 preferred;
- 8) Bilingual is a plus (English/Spanish preferred);
- 9) Current California Pharmacy Technician License;
- 10) National Pharmacy Technician Certification a plus;
- 11) Demonstrated ability to work effectively with people of diverse races, ethnicities, nationalities, sexual orientations, gender identities, socio-economic backgrounds, religions, ages, English-speaking abilities, immigration statuses, and physical abilities in a multicultural environment.

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E-mail resume and cover letter as a word attachment to [jobs@lalgbtcenter.org](mailto:jobs@lalgbtcenter.org) website: [www.lalgbtcenter.org](http://www.lalgbtcenter.org)  
Or submit application/resume to: Los Angeles LGBT Center, Human Resources Dept., 1625 N. Schrader Blvd., Los Angeles, CA 90028

The Los Angeles LGBT Center is an Equal Opportunity Employer and is committed to fostering diversity within its staff. Applications are encouraged from all persons regardless of their race, color, ancestry, religious creed, national origin, sex, sexual orientation, gender identity, gender expression, medical/physical/mental condition, pregnancy/childbirth and related medical condition, age, marital status, or veteran status.