



Job Description

Job Title	Pharmacy Systems Coordinator	Job Code	3017
OSHA Category	2-May be exposed to Blood/Body Fluid	Job Grade	14
Job Family	Non-Clinical Technical	FLSA	Non-Exempt
Reports to	Manager, Pharmacy Information Services	Date Created/Revised	2/1/2007
Approvals			
Department Director		Date	

JOB SUMMARY

Performs functions listed as supported by the Pharmacy I/S Team. Maintains pharmacy system hardware, software, planning upgrades and coordinating the development of assigned systems. Develops reports and job instructions to meet detailed user specifications; trains, assists with implementation, and maintains databases. Coordinates and helps resolve problems related to hardware, printers, servers, and databases. Serves as a liaison between the pharmacy department and other departments (Finance, Nursing, Information Services, Medical Staff, etc).

ACCOUNTABILITIES

The following is not an exhaustive list of responsibilities. This list of essential duties and responsibilities is intended to provide a representative summary of the major duties and responsibilities performed. Incumbents may be required to perform other job-related tasks other than those specifically presented in this job description.

Accountabilities		% of time	
1	Billing - Responds to all billing issues related to accuracy and timing. Provides billing services and develops reports for multiple disciplines. Monitors multiple reports daily for billing errors or capturing lost charges and corrects as necessary.	30	%
2	Designs reports/queries/documentation such as drug utilization and costs of drugs used for multiple departments such as Management Engineering and Administration.	25	%
3	Coordinates test plans and integrated systems tests for modifications, upgrades and releases for accuracy and completeness before scheduling production move.	20	%
4	Maintains tables and profiles, build screens and pathways, and/or develops job run procedures to support customer requirements.	20	%
5	Provides training for team and customers in new implementation and major releases.	5	%
6			%
7			%
8			%
9			%
10			%
11			%
12			%

13		%
14		%
15		%
16		%
17		%
18		%
19		%
20		%

DIMENSIONS

1	<p>Customer Service - Core Dimension Proactively developing customer relationships by making efforts to listen and understand the customer (both internal and external). Anticipating and providing solutions to customer needs; giving a high priority to customer satisfaction.</p>
2	<p>Collaboration and Teamwork - Core Dimension Working effectively with team/work group or those outside formal lines of authority (peers, senior managers) to accomplish organizational goals; taking actions that respect the needs and contributions of others; contributing to and accepting the consensus; subordinating own objectives to the objectives of the organization or team.</p>
3	<p>Positive Communication - Core Dimension Demonstrates positive communications by acknowledging internal and external customers, GHS employees, visitors/guests and others in a prompt, pleasant and professional manner. Uses words that express respect, empathy, and understanding in relation to cultures, beliefs and age. Conversation is appropriate at all times, especially in the presence of patients and other visitors.</p>
<p>Optional Dimensions: Management can determine up to two additional dimensions related to job performance. These additional dimensions will be selected based on department goals and the employee's performance plan.</p> <ul style="list-style-type: none"> ▪ ADAPTABILITY: Maintaining effectiveness in varying environments and with different tasks, responsibilities, and people. ▪ ANALYSIS/PROBLEM ASSESSMENT: Securing relevant information and identifying key issues and relationships from a base of information; relating and comparing data from different sources; identifying cause-effect relationships. ▪ FOLLOW-UP: Establishing procedures to monitor the results of delegations, assignments, or projects; taking into consideration the skills, knowledge, and experience of the assigned individual and characteristics of the assignment or project. ▪ INDIVIDUAL LEADERSHIP/INFLUENCING: Using appropriate interpersonal styles and methods to inspire and guide individuals (direct reports, peers, and superiors) toward goal achievement; modifying behavior to accommodate tasks, situations, and individuals involved. ▪ INITIATIVE: Making active attempts to influence events to achieve goals; self-starting rather than accepting passively; taking action to achieve goals beyond what is required; being proactive. ▪ JUDGEMENT/PROBLEM SOLVING: Committing to an action after developing alternative courses of action that are based on logical assumptions and factual information and that take into consideration resources, constraints, and organizational values. ▪ PLANNING AND ORGANIZING/WORK MANAGEMENT: Establishing a course of action for self and/or others to accomplish a specific goal; planning proper assignments of personnel and appropriate allocation of resources. ▪ QUALITY ORIENTATION/ATTENTION TO DETAIL: Accomplishing tasks through concern for all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; maintaining watchfulness over a period of time. ▪ TECHNICAL/PROFESSIONAL KNOWLEDGE: Having achieved a satisfactory level of technical and professional skills/knowledge in job-related areas; keeping abreast of current developments and trends in area of expertise. 	
4	Optional Dimension:
5	Optional Dimension:

PATIENT CARE RESPONSIBILITY/AGE SPECIFIC REQUIREMENTS

Clinical competencies, including additional age specific competencies, may be unit specific. Individuals performing in this job must be able to demonstrate the knowledge and skill necessary to provide appropriate care to the age of the patients served on their assigned unit.

Age of Patients Served	Direct Patient Care/Treatment
Neonatal	<input type="checkbox"/>
Adolescent	<input type="checkbox"/>
Infant	<input type="checkbox"/>
Pediatric	<input type="checkbox"/>
Geriatric	<input type="checkbox"/>
Adult	<input type="checkbox"/>

SUPERVISORY/MANAGEMENT RESPONSIBILITIES

Does this job have supervisory responsibility as defined by GHS guidelines (*only mark yes if the job has direct supervision that includes hire/fire authority, performance appraisal responsibility and disciplinary authority*)?

- Yes (answer questions below)
- No (continue to next section)

Range of FTE 's supervised by this job: select one	
List the job titles of employees typically supervised (direct supervision)	
Indicate the type of supervisory activities performed by this job:	
<input type="checkbox"/> Appraises employee performance	<input type="checkbox"/> Disciplines employees
<input type="checkbox"/> Makes hiring/termination decisions	<input type="checkbox"/> Manages department budget(final authority)/financial accountability

JOB REQUIREMENTS

MINIMUM EDUCATION		Describe type of education	
High School diploma or equivalent		Computer Sciences or Clinical Field	
MINIMUM EXPERIENCE		Describe type of experience	
3 years		Computer Sciences or Clinical Field	
<p>The following combination of education, training and/or experience will be considered an equivalent substitution in lieu of the experience and/or educational requirements indicated above (optional):</p> <p>7 yrs experience with High School diploma 5 yrs experience with Associate degree 2 yr experience with Batchler degree</p>			
REQUIRED CERTIFICATIONS, REGISTRIES, LICENSES			
REQUIRED SKILLS AND COMPETENCIES			
Typing basic keyboard knowledge	<input checked="" type="checkbox"/>	Data entry	<input checked="" type="checkbox"/>
Basic computer skills	<input checked="" type="checkbox"/>	Mathematical skills	<input checked="" type="checkbox"/>
Knowledge of office equipment (fax/copier)	<input checked="" type="checkbox"/>	Patient equipment (suction, defibrillator, vitals)	<input type="checkbox"/>
Proficient computer skills (word processing)	<input checked="" type="checkbox"/>	Other:Microsoft Office Products	<input checked="" type="checkbox"/>
Proficient computer skills (spreadsheets)	<input checked="" type="checkbox"/>	Other:	<input type="checkbox"/>
Proficient computer skills (database)	<input checked="" type="checkbox"/>	Other:	<input type="checkbox"/>
OTHER REQUIRED OR PREFERRED SKILLS, ABILITIES, EXPERIENCE and/or OTHER DESIRABLE QUALIFICATIONS			
Must be flexible in work scheduling and be able to handle problems promptly with a helpful, positive attitude; job may require taking call			
Must be able to effectively budget time, work efficiently and accurately, and follow procedures with miniumum supervision			
Work requires a significantly high level knowledge of computer applications and the relationships of the applications that are necessary to develop and maintain viable technological systems that support the pharmacy system and those that the technological systems would impact			
Knowledge of many aspects of hospital pharmacy practice desirable			
Knowledge of pharmacy computer operating systems and unit based cabinet systems desirable			