



Title: Data Entry Pharmacy Technician

Reports to: Pharmacy Manager

Classification: Individual Contributor

Location: Remote

Job description revision number and date: V 2.0; 9.11.23

Organization Summary:

Community Care Cooperative (C3) is a 501(c)(3) non-profit, Accountable Care Organization (ACO) governed by Federally Qualified Health Centers (FQHCs). Our mission is to leverage the collective strengths of FQHCs to improve the health and wellness of the people we serve. We are a fast-growing organization founded in 2016 with 9 health centers and now serving hundreds of thousands of beneficiaries who receive primary care at health centers and independent practices across Massachusetts. We are an innovative organization developing new partnerships and programs to improve the health of members and communities, and to strengthen our health center partners.

Job Summary:

The Pharmacy Technician will be housed under C3's subsidiary, Community Pharmacy Cooperative, LLC (CPC). Reporting to the Pharmacy Manager, the remote Pharmacy Technician will be responsible for managing site operations and helping the Pharmacists perform daily tasks to serve customers. Their duties include data entry of new prescriptions, inputting refills, interacting with customers to answer questions via telephone and contacting customers to notify them when their prescription is ready.

Responsibilities:

- Enters prescriptions on behalf of pharmacy remotely within the pharmacy software
- Assists health care providers and patients by greeting them professionally on the telephone, answering questions and requests, and referring inquiries to the pharmacist
- Ensures the correct inventory group is selected as applicable while entering prescriptions
- Ensures medications are in stock virtually and ordered when necessary
- Ensures patient PHI is always secured
- Utilizes pharmaceutical calculations to input day supply, refills, and quantity
- Utilizes the EMR to confirm and ensure PHI and patient demographics are accurate
- Communicates with the pharmacy, patients, and care teams via email and telephone effectively and efficiently

Required Skills:

- Previous experience as a Pharmacy Technician (1-3 years)
- Experience managing multiple competing priorities; excellent prioritization skills
- Strong analytical and organizational skills including ability to analyze data to identify trends and communicate them through effective reporting methods
- Strong attention to detail



- Previous experience with prescription data entry (1-3 years)
- Excellent oral, written, and verbal communication skills including experience presenting complex information to senior leaders
- Skilled in exercising initiative, judgement, discretion, and decision making to achieve
- Quick learner with customer service mindset
- Must be able to remain in a stationary position 50-75% of the time

Desired Other Skills:

- Familiarity with the MassHealth ACO program
- Familiarity with Federally Qualified Health Centers
- Familiarity with 340B program
- Familiarity with adherence packaging and home delivery
- Experience with Pioneer
- Experience with anti-racism activities, and/or lived experience with racism is highly preferred

Qualifications:

- High School diploma, GED, or equivalent
- Previous experience in a pharmacy, retail, medical, or customer service setting
- MA State licensure/registration required

***** In compliance with Covid-19 Infection Control practices per Mass.gov recommendations, we require all employees to be vaccinated consistent with applicable law. *****