



Pharmacy of Grace

Job Description

Pharmacy of Grace is a 501(c)(3) charitable pharmacy with a vision for all people, regardless of age, race, national origin, ethnicity, gender, religion, disability or sexual orientation, to have affordable and sustainable access to prescription medications and pharmacy services that optimize health in our community. Most of all, we will provide hope, often at very dark times.

The mission of Pharmacy of Grace (POG) is to improve access to prescription medication for uninsured and underinsured individuals and to increase the number of prescription medications available to vulnerable populations in Kansas.

Job Title: Hospitality Manager

Reports To: Pharmacist-in-Charge

FLSA Status: Full Time

Position Summary:

Pharmacy of Grace is searching for a team player to be part of a mission driven team working to provide excellent care to our patients. The ideal candidate is reliable, hard-working, a good communicator, and desiring to give back to the community. Our Hospitality Manager must ensure the pharmacy is offering a high quality of care, consistently. Requirements for this position: Patience, attention to detail, interpersonal skills, ability to work with entire team and inform them of patient needs, empathy.

General Job Responsibilities:

- Communicate in person and via phone with patients regarding their medication needs
- Work effectively with pharmacist, pharmacy student, pharmacy technician, and volunteers in the practice of pharmacy, in accordance with state, federal, and company policy
- Participate in the overall quality assurance program for the pharmacy
- Oversee waiting room procedures and ensure patients are informed and assisted to the highest extent we are able
- Responsible for the customer service of a pharmacy, which includes receiving patient requests and resolving patient problems and concerns, referring to the pharmacist when necessary

Typical Functions:

- Orientation of patients and families with the Pharmacy of Grace
- Attend to any special needs of the patient presented at sign in and communicate to staff
- Data entry to create patient profile
- Begin new patient's paperwork to expedite qualification process for medication assistance
- Scanning financial records and other documents
- Scheduling and confirming pharmacy appointments
- Organizing and assisting with health promotions
- Make coffee, clean waiting room as needed, update patient information (pamphlets, etc.) available in the waiting area
- Answer phones when available
- Triage questions from patients in waiting area and on phone to appropriate personnel



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- Triage medical emergencies to the pharmacist on duty

Requirements:

- Presents a warm, friendly, and empathetic atmosphere to patients by using active listening techniques
- Highly dependable and will always show up on time and produce consistent work
- Excellent interpersonal, written, and oral skills
- Strong organizational skills
- Bilingual
- Successful candidate must be able to work with people of diverse backgrounds and must be willing to work in the community helping to build relationships and connections
- Proficient typing and computer software navigation skills in Microsoft Office
- Ability to read and do simple math problems
- Ability to follow all process and procedures
- Understand the pharmacy's clinical role in the care of patients
- Uses, and pronounces, common medical and pharmacy terms correctly
- High energy, mature and comfortable working with all levels of professionals, students, and patients
- Ensures privacy and confidentiality as required by HIPAA guidelines

Preferred:

- Experience in creating new files for patients and talking with them about specific insurance plans
- Experience in creating and managing information regarding public relations
- Multilingual
- Independent thinker (works semi-autonomously)