



## STATE OF COLORADO

### CLASS SERIES DESCRIPTION

July 2015

### PHARMACY TECHNICIAN

C8F1TX TO C8F2XX

#### DESCRIPTION OF OCCUPATIONAL WORK

This class series uses two levels in the Health Care Services Occupational Group and describes technical work in the field of pharmacy. Positions in this class series provide assistance to pharmacists in the handling of drugs and supplies in the pharmacies of state agencies.

Pharmacy technicians provide assistance and support in the compounding, dispensing, labeling, distribution, and storage of drugs and medications. Duties may also include calculating dosages, maintaining quality assurance standards and meeting sterile aseptic requirements; maintaining patient medication/prescription profiles; filling and pricing prescriptions; processing patient billings; and inventorying, ordering, receiving, and storing drugs and supplies. Some pharmacy technicians work in security settings where the positions follow policies and procedures to ensure the safety of themselves and others.

INDEX: Pharmacy Technician I begins on this page and Pharmacy Technician II begins on page 2.

#### PHARMACY TECHNICIAN I

C8F1TX

#### CONCEPT OF CLASS

This class describes the fully operational pharmacy technician. Positions in this level provide technical pharmacy support duties that may be limited to one activity or include a variety of activities. Tasks are performed within established and known systems, processes, and operations.

#### FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the defined level as described here. Within limits prescribed by the operation, choices involve selecting alternatives that affect the manner and speed with which tasks are carried out. These choices do not affect the standards or results of the operation itself because there is typically only one correct way to carry out the operation. These alternatives include independent choice of such things as priority and personal preference for

organizing and processing the work, proper tools or equipment, speed, and appropriate steps in the operation to apply. By nature, the data needed to make decisions can be numerous but are clear and understandable so logic is needed to apply the prescribed alternative. Positions can be taught what to do to carry out assignments and any deviation in the manner in which the work is performed does not change the end result of the operation.

Complexity -- The nature of, and need for, analysis and judgment is prescribed as described here. Positions apply established, standard guidelines that cover work situations and alternatives. Action taken is based on learned, specific guidelines that permit little deviation or change as the task is repeated. Any alternatives to choose from are clearly right or wrong at each step.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication are for the purpose of exchanging or collecting information with contacts. This involves giving learned information that is readily understandable by the recipient or collecting factual information in order to solve factual problems, errors, or complaints.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is an individual contributor. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

## PHARMACY TECHNICIAN II

C8F2XX

### CONCEPT OF CLASS

This class describes the second level pharmacy technician. While the type of duties is similar to those performed at the lower level, the complexity of the job is different. The systems, operations, and processes are still established and defined but allow more flexibility and latitude in adapting practical approaches or routines for various situations. Not all circumstances are covered by established guidelines or so positions must improvise solutions and alternatives. This class includes responsibility for training lower level technicians. The Pharmacy Technician II differs from the Pharmacy Technician I on the Complexity factor and may differ on the Purpose of Contact and Line/Staff Authority factors.

### FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the defined level as described here. Within limits prescribed by the operation, choices involve selecting alternatives that affect the manner and speed with which tasks are carried out. These choices do not affect the standards or results of the operation itself because there is typically only one correct way to carry out the operation. These alternatives include independent choice of such things as priority and personal preference for organizing and processing the work, proper tools or equipment, speed, and appropriate steps in the

operation to apply. By nature, the data needed to make decisions can be numerous but are clear and understandable so logic is needed to apply the prescribed alternative. Positions can be taught what to do to carry out assignments and any deviation in the manner in which the work is performed does not change the end result of the operation.

Complexity -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study information to determine what it means and how it fits together in order to get practical solutions to problems. Guidelines in the form of standard operating procedures, methods, and techniques exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines that may change for varying circumstances as the task is repeated. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given circumstances of the situation.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of either of the following:

Exchanging or collecting information with contacts. This involves giving learned information that is readily understandable by the recipient or collecting factual information in order to solve factual problems, errors, or complaints. For example, a position collects data through various sources, which impacts pharmacy operations.

Detecting or discovering information, problems, or failures by interviewing or investigating where the issues or results of the contact are not known ahead of time. For example, conducting inspections of drugs and medications held on wards.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as an individual contributor or work leader. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team.

OR

The work leader is partially accountable for the work product of two or more full-time equivalent positions, including timeliness, correctness, and soundness. At least one of the subordinate positions must be in the same series or at a comparable conceptual level. Typical elements of direct control over other positions by a work leader include assigning tasks, monitoring progress and workflow, checking the product, scheduling work, and establishing work standards. The work leader provides input into supervisory decisions made at higher levels, including signing leave requests and approving work hours. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

## DEFINITIONS

Technical/Technological - Work in support of professional levels by applying basic technical practices to solve practical problems not involving the application of theories; having to do with the practical or applied sciences.

**ENTRANCE REQUIREMENTS**

Minimum entry requirements and general competencies for classes in this series are contained in the State of Colorado Department of Personnel web site.

For purposes of the Americans with Disabilities Act, the essential functions of specific positions are identified in the position description questionnaires and job analyses.

**CLASS SERIES HISTORY**

Effective 7/1/04 (LLB). Changed pay grade. Published proposed 4/30/04.

Effective 7/1/01 (LLB). HCS Consolidation Study revised class description. Draft published 2/21/01, proposed 5/10/01, and final 7/1/01.

Effective 9/1/93 (KAS). Job Evaluation System Revision project. Converted Pharmacy Technician (A2413-4) to Pharmacy Technician I and II (C3K). Published as proposed 5/14/93.

Revised 7/1/93. Changed grade, relationship, and entrance requirements.

Created 3/1/77. Pharmacy Technician A and B (A2413-4).

**SUMMARY OF FACTOR RATINGS**

Class Level	Decision Making	Complexity	Purpose of Contact	Line/Staff Authority
Pharmacy Technician I	Defined	Prescribed	Exchange	Indiv. Contributor
Pharmacy Technician II	Defined	Patterned	Exchange or Detect	Indiv. Contributor or Work Leader

ISSUING AUTHORITY: Colorado Department of Personnel & Administration