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| **Position Description – Certificate III in Community Pharmacy** |
| **Purpose**Position Descriptions are written statements that clearly describe the duties or task to be undertaken and the responsibilities of the position. The position description also includes information about working conditions, tools and equipment used, knowledge and skills required and Work Health and Safety responsibilities. |
| **Employee Name:**  | **Date PD Issued: 07/11/2023** |
| **Position:** Community Pharmacy trainee |
| **Host Employer:** Bendigo UFS Pharmacies | **Supervisor:**  |
| **Host Employer Address:** Suite 2, 379 Hargreaves Street, Bendigo |
| **Westvic Staffing Solutions Field Officer:** Miranda Whyte |
| **Tasks Involved:** A Community Pharmacy trainee may perform any or all of the following tasks:**Customer Service*** Provide timely, friendly, empathetic and professional service all customers.
* Ensure that customer needs are met through appropriate selling techniques and presentation of options.
* Maintain an up-to-date knowledge of UFS Pharmacies products and services, including UFS Pharmacies membership.

**Teamwork*** Work with your team to ensure that customer needs are met.
* Assist others in your team where it is appropriate to do so to ensure all tasks are completed within required timeframes.
* Share knowledge and information with your team regarding UFS products and services.

**Compliance*** Ensure that UFS Pharmacies policies and procedures are understood and complied with.
* Execute retail strategies and standards of the organisation.
* Support the implementation of in-store promotional activities.

**Position Responsibilities:*** Act as the first point of contact for all customers, assisting with their enquires and processing their purchases.
* Assist the Retail Coordinator with the ordering of over-the-counter products.
* Develop and maintain a good working knowledge in relation to medication and over-the-counter products (within the scope of your position).
* Be readily available to other team members to assist with customers.
* Ensure details of all complaints and incidents are submitted to Management immediately.
* Ensure administrative functions are completed as directed and within the required timeframes.
* Actively participate in team meetings and specific projects developed by the Management team.
* Perform any other duties as reasonably directed by your manager, within the scope of your skills and experience.
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| **Work Conditions:** Trainee will be working indoors in an office environment.  |
| **Key Selection Criteria:*** Excellent verbal communication skills that will foster patient empathy.
* Excellent customer service skills.
* A commitment to continued development of knowledge of over-the-counter products.
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| **Qualifications and Licenses Required:*** Police Check
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| **Workplace Health and Safety:*** Follow Westvic Staffing Solutions’ and the Host Employer’s Workplace Health and Safety policies, procedures and workplace instructions
* Cooperate with the Employer and Westvic Staffing Solutions with respect to any action taken by the Host Employer and Westvic Staffing Solutions to comply with any requirements to provide a workplace that is safe and without risks to health
* Correctly wear and maintain items of personal protective clothing and equipment that is provided
* Take reasonable care for your own health and safety and for the health and safety of anyone else that may be affected by your actions or omissions whilst at work
* Report any incidents within the workplace to the Host Employer and Westvic Staffing Solutions without delay
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| **Additional Information:*** **Hours Per Week : 38**
* **Days per Week: Monday to Friday**
* **Award / Agreement: Clerks – Private sector award**
* **Superannuation: 11%**
* **Commencement Hourly Rate: TBC – National training wage**
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| **Copy to : 🗌 Employee 🗌 Host Employer 🗌 Main File**  |

**Position Description Acknowledgement**

All parties have received, reviewed and fully understand and accept the Position Description and the tasks and conditions included within.

**EMPLOYEE:**

Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**HOST EMPLOYER:**

Host Employer Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Host Employer Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**WESTVIC STAFFING SOLUTIONS:**

Westvic Staffing Solutions Representative Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Westvic Staffing Solutions Representative Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_