



## **PHARMACY BD COMPLIANCE AGENT, SENIOR**

### **CHARACTERISTICS OF WORK:**

The work involves regulating the practice of pharmacy and the distribution and dispensing of drugs for the protection of the public. This is investigative work of a highly technical nature. One phase is concerned with obtaining voluntary compliance with all state and federal drug laws and regulations by means of routine inspections along with a program of education for the pharmacist. The other phase entails securing evidence of violation of the state and federal drug laws and regulations governing the handling and dispensing of drugs. Pharmacy Board Senior Compliance Agents must be knowledgeable of state and federal laws and regulations and they must have the technical knowledge involved in the practice of pharmacy and the distribution of drugs. They must be familiar with drugs both by brand name and generic name. They must have knowledge of computers and develop skills in the application of computers in the storage and retrieval of information which is required to be maintained in facilities permitted by the Mississippi State Board of Pharmacy. Pharmacy Board Senior Compliance Agents are under the administrative direction of the Pharmacy Board Director of Compliance; however, the nature of the agent's work requires the exercise of independent judgment and decision.

### **MINIMUM QUALIFICATIONS:**

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

### **EXPERIENCE/EDUCATIONAL REQUIREMENTS:**

#### **Education:**

A Bachelor's Degree in Pharmacy or a Pharm D Degree from a school or college of pharmacy accredited by the American Council on Pharmaceutical Education and registration as a pharmacist in Mississippi;

#### **Documentation Required:**

Applicant must attach a valid copy of his/her license to practice pharmacy.

### **PHYSICAL REQUIREMENTS:**

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be

used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

**Light Work:** May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

**Vision:** Requires the ability to perceive the nature of objects by the eye.

**Near Acuity:** Clarity of vision at 20 inches or less.

**Midrange:** Clarity of vision at distances of more than 20 inches and less than 20 feet.

**Far Acuity:** Clarity of vision at 20 feet or more.

**Peripheral:** Ability to observe an area that can be seen up and down or left and right while eyes are fixed on a given point.

**Depth Perception:** Three-dimensional vision. Ability to judge distances and spatial relationships so as to see objects where and as they actually are.

**Ability to adjust focus:** Ability to adjust the eye to bring an object into sharp focus.

**Color Vision:** Ability to identify colors.

**Speaking/Hearing:** Possesses the ability to give and receive information through speaking and listening skills.

**Motor Coordination:** While performing the duties of this job, the incumbent is regularly required to sit; and use hands to finger, handle, or feel objects, tools, or controls. The incumbent is occasionally required to walk; stand; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or bend.

## **COMPETENCIES:**

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

### **PUBLIC SECTOR COMPETENCIES:**

**Integrity:** Exhibits behaviors showing a strong internal personal commitment to fundamental principles of honesty and fairness dealing in all activities related to job performance.

**Work Ethic:** Is productive, diligent, conscientious, timely, and loyal.

**Service Orientation:** Demonstrates a commitment to quality public service through statements and actions.

**Accountability:** Accepts responsibility for actions and results.

**Self Management Skills:** Effectively manages emotions and impulses and maintains a positive attitude.

**Interpersonal Skills:** Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

**Communication Skills:** Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

**Self-Development:** Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

#### **TECHNICAL COMPETENCIES:**

**Ethical, Legal, and Professional Responsibilities:** Practices within legal requirements, demonstrates professional integrity, and acts to uphold professional standards of practice and code of ethics.

Applies legal requirements and ethical principles to the practice of pharmacy. Demonstrates personal and professional integrity.

**Investigative Performance:** Examines and evaluates all relevant facts to determine a logical and supported conclusion.

Conducts or assists with conducting investigations as appropriate pursuant to complaints, including assisting in in-depth accountability audits of controlled substances. Identifies key issues and facts. Conducts a thorough analysis of the facts.

**Information Management:** Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

Secures evidence of violation of the state and federal laws and regulations governing the handling and dispensing of drugs. Organizes evidence for presentation to appropriate hearing body. Possesses knowledge of computers and the applications of computers in the storage and retrieval of information.

**Monitors Processes to Ensure Compliance:** Monitors processes and environment to ensure compliance with state and federal laws and regulations and with the provisions of the Pharmacy Practice Act.

Monitors compliance with laws and regulations by means of routine inspection. Monitors the proper disposal of expired or otherwise unwanted controlled substances by registrants. Monitors physical security on controlled substances in pharmacies. Enforces the provisions of the Pharmacy Practice Act.

**Agency Relations:** Possess the ability and willingness to appropriately interact and communicate effectively with stakeholders (all groups and individuals who affect or are affected by the operations of the Mississippi State Pharmacy Board).

Establishes and promotes good working relationship between other law enforcement agencies and other health regulatory agencies. Serves as liaison between Pharmacy Board and other related agencies.

**Technical Knowledge:** Possesses and understands knowledge related to the practice of pharmacy.

Possesses knowledge of state and federal drug laws and regulations. Possesses knowledge involved in the distribution of drugs. Is familiar with drugs both by brand name and generic name.

**ESSENTIAL FUNCTIONS:**

**Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:**

1. Performs routine compliance inspections of all pharmacies and facilities as assigned by territory.
2. Conducts complaint investigations and accountability audits when necessary.
3. Serves as liaison between Pharmacy Board and other related agencies.
4. Offers technical knowledge and expertise in the practice of pharmacy.

**EXAMPLES OF WORK:**

**Examples of work performed in this classification include, but are not limited to, the following:**

Enforces the provisions of the Pharmacy Practice Act.

Monitors compliance with laws and regulations by means of routine inspection.

Conducts investigations as appropriate pursuant to complaints.

Investigations may include in-depth accountability audits of controlled substances.

Develops and monitors the activities of cooperating individuals.

Prepares written reports and organizes evidence for presentation to appropriate hearing body.

Monitors and when necessary, makes recommendations for improving physical security on controlled substances in pharmacies.

Establishes and promotes good working relationship between other law enforcement agencies and other health regulatory agencies.

Assists in the training of newly hired compliance agents.

Advises the Pharmacy Board Director of Compliance concerning revisions to and the development of new regulations of statutes governing the practice of pharmacy.

Monitors the proper disposal of expired or otherwise unwanted controlled substances by registrants.

Performs related or similar duties as required or assigned.

**INTERVIEW REQUIREMENTS:**

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.