

## Job Description for OTC Team Leader

**Job Title:** Pharmacy OTC Assistant

**Location:** Berehaven Pharmacy, Main Street, Castletownbere, Co. Cork

**Reporting To:** OTC Team Leader

### Purpose of Job

Along with the duties and responsibilities of The Pharmacy OTC Team Leader as outlined below, the role of the Team Leader is to communicate the company's goals and objectives, safety practices and effectively delegate tasks to team members, to motivate and assess performance and advise the pharmacy manager on all issues that arise. This will be achieved through the following Key Result Areas:

### Key Result Areas for Pharmacy Counter Assistant

- a. Working as part of an effective team delivering excellent service to our customers.
- b. Demonstrate an ability to answer customer's queries regarding merchandise.
- c. Being flexible and capable of working in different areas of the shop.

### Main Duties & Responsibilities

- a. Be at workplace on time and ready to serve customers.
- b. Make sure to log in and out as required.
- c. When leaving counter, make sure a colleague knows you have gone and when you will return. Do not leave the counter even for a minute without notifying a colleague.
- d. The customer at the till always takes precedence.
- e. The Pharmacy Counter Assistant assists customers in locating merchandise and answering a variety of questions concerning general merchandise; demonstrates use of merchandise upon request.
- f. Take prescriptions from customers and pass on to the pharmacist. Make sure the name and address are correct. Make sure the prescription is the correct type.
- g. Following established procedures for different types of transactions and providing change and issuing sales receipts; including use of till and operating credit/debit card machines.
- h. Completing end-of-day till count and balancing cash and receipts. Make sure there is a

sufficient stock of coin bags.

- i. Make sure that there is sufficient change in tills.
- j. Date check all stock on receipt. Invoices must be initialled stating date check has occurred.
- k. Stock must then be placed on shelves using stock rotation procedures.
- l. Date check entire shop floor every three (3) months and initial date log as per date checking SOP
- m. Ensure pharmacy temperature is correct, e.g. opening door, air conditioning etc.
- n. Maintaining a professional manner at all times. This includes maintaining high standards of dress and personal hygiene.
- o. Where provided, wear name badge at all times.
- p. Organise and maintain work areas in a clean and tidy fashion, i.e. cleaning shelves, counters, floors etc.
- q. While the photo service is self-service, provide assistance to customers as required.
- r. The footpath outside pharmacy is to be checked every morning and anything inappropriate is to be removed immediately, e.g. rubbish, bottles, glasses from pub etc.
- s. When required, promoting OTC products and Brand awareness through the website and through all forms of social media used within the pharmacy.

## **Customer Service**

Delivering excellent customer service includes but is not limited to being **proactive** in the following:

- a. Attending immediately to customers seeking your attention and giving them your utmost attention at all times.
- b. Making sure customers feel genuinely welcome and that their business is appreciated.
- c. Showing professional courtesy to **every** customer.
- d. When dealing with reps, where customers are waiting, attend to them (customers) immediately; then return to the rep.
- e. Where you are not sufficiently knowledgeable enough to provide information to customers then seek the assistance of the pharmacist or most trained staff member available who can provide the required information.
- f. All complaints are to be referred to the pharmacist. All complaints are to be dealt with in a sensitive and respectful manner.
- g. Assist support pharmacist and other colleagues when they need it.