



POSITION TITLE:	Pharmacy Assistant (Full-Time or Part-Time)	POSITION NUMBER(S):	1-2	GRADE:	\$19-25
DIVISION:	Chief Louis Pharmacy				
SUPERVISOR'S TITLE:	Pharmacy Manager	TYPE	Full-time or Part-time		
REVENUE FOR POSITION OSR or OUTSIDE FUNDED or BLEND	OSR	FEDERAL OR PROVINCIAL EMPLOYEE?	Provincial		

PROGRAM

Chief Louis Pharmacy is a community-owned pharmacy at Chief Louis Crossing in Kamloops, BC, owned within the Sc.wénwen group of companies. The pharmacy provides accessible, respectful and culturally safe pharmacy services to Tkemlúps te Secwépemc members and the broader community, with a focus on Plan W care. It is growing quickly and operates in a fast-paced setting.

PURPOSE OF POSITION

The Pharmacy Assistant keeps the pharmacy running smoothly and welcomes every patient with warmth and respect. Working under the direction of the pharmacist, the assistant handles prescription intake and data entry, claims support, inventory, packaging and front-counter service, so pharmacists can focus on patient care. The Pharmacy Assistant brings Plan W knowledge to help patients and the team navigate coverage.

WORK FEATURES AND CONTACTS

The Pharmacy Assistant works on site in a busy community pharmacy with high prescription volumes and a small team. Current, regular hours are Monday to Friday, 9 am to 6 pm, closed on statutory holidays. There will be an expectation to work at least 1 Saturday shift per month and potentially earlier or later hours during the week as the pharmacy continues to grow and operational hours expand.

Internal contacts

- Pharmacy Manager: scheduling, policy and escalation.
- Pharmacists on duty: day-to-day direction, verification and clinical questions.
- Other pharmacy assistants: shared workflow and coverage.

External contacts

- Patients and families, including Tkemlúps te Secwépemc members: counter and phone service.
- Prescriber offices and other pharmacies: prescription and refill coordination.
- PharmaCare, FNHA and other payers: claims follow-up, under pharmacist direction.
- Wholesalers and suppliers: ordering and receiving.

SPECIFIC ACCOUNTABILITIES / DELIVERABLES

1. Prescription intake and processing

- Receive prescriptions and refill requests and enter them accurately in the pharmacy system (Kroll) for pharmacist verification.
- Prepare, label and package prescriptions for pharmacist review, following pharmacy procedures.

2. Customer service

- Greet and serve patients in person and by phone with courtesy, patience and respect.
- Operate the point-of-sale system, handle payments accurately and balance the till as directed.
- Direct clinical questions to the pharmacist.

3. Plan W and billing support

- Enter coverage details and submit Plan W and other third-party claims under pharmacist direction.
- Follow up on rejected or pending claims and flag complex cases to the pharmacist.
- Help patients understand what paperwork or steps their coverage may need, without giving clinical advice.

4. Compliance packaging and dispensary support

- Assist with compliance packaging, prescription pickup and delivery tasks as assigned.
- Keep the dispensary and retail areas clean, safe and organized.

5. Inventory and ordering

- Order, receive, check and shelf stock; watch expiry dates and report shortages.
- Complete opening and closing tasks as assigned.

6. Privacy, safety and teamwork

- Protect patient information at all times under applicable privacy legislation and pharmacy policy.
- Report errors, near misses and concerns to the pharmacist right away.
- Provide respectful, culturally safe service and work as part of a small team, covering for colleagues when needed.

Other related duties as required.

Scope boundaries

The Pharmacy Assistant does not provide clinical advice, counsel on medications, or perform the final check of a prescription. Those duties stay with the pharmacist. Delegated tasks should follow current CPBC requirements.

FINANCIAL RESPONSIBILITY

Handles cash, debit and credit payments at the point of sale and enters claims information. Responsible for accurate till balancing and stock receiving. Will do bank runs as required. No budget authority.

DIRECT REPORTS

None.

WORKING CONDITIONS

- On-site role in a community pharmacy with a fast pace and high prescription volume.
- Full-time or part-time hours, Monday to Friday, with possible extended hours and a rotational weekend schedule.
- Criminal record cheque is required.
- Driver's license and own vehicle is an asset.
- Willingness to complete Indigenous cultural safety training offered through Sc.wéñwen or the pharmacy.

PHYSICAL REQUIREMENTS

- Standing and walking for long periods; repetitive tasks such as data entry, counting and labelling.
- Lifting, carrying and shelving stock, including boxes from wholesalers.
- Close visual attention to detail.

QUALIFICATIONS

Required Professional Certification, Education and Experience

- High school diploma or equivalent.
- One or more years of experience in a community pharmacy.
- Accurate data entry and strong attention to detail.
- Clear, friendly communication and good customer service skills.
- Ability to manage competing priorities in a fast-paced setting.
- Reliability, discretion and respect for confidentiality.

Assets

- Plan W knowledge and claims experience (strongly preferred).
- Experience with Kroll or a similar pharmacy management system.
- Pharmacy assistant certificate or similar training.
- Experience serving First Nations communities, or completed Indigenous cultural safety training.
- Experience with compliance packaging or inventory ordering.

HOW TO APPLY

Please email your resume and cover letter to info@chiefloUISpharmacy.ca.

NAME:	SIGNATURE:	DATE:
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