

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



ITEM: 3.16  
(ID # 13463)

**MEETING DATE:**  
Tuesday, September 29, 2020

**FROM:** HUMAN RESOURCES:

**SUBJECT:** HUMAN RESOURCES: Establish the classification of Pharmacy Assistant and amend Ordinance No. 440 pursuant to Resolution No. 440--9165 submitted herewith, All Districts. [Ongoing Cost - \$0] [Source of Funds – N/A]

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Approve the creation of the classification of Pharmacy Assistant.
2. Amend Ordinance No. 440 pursuant to Resolution No. 440-9165 submitted herewith.

**ACTION:** Policy



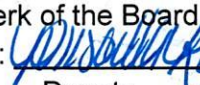
Brenda Diederichs, Assistant CEO / Human Resources Director 9/17/2020

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**MINUTES OF THE BOARD OF SUPERVISORS**

On motion of Supervisor Spiegel, seconded by Supervisor Jeffries and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended, and that Resolution 440-9165 is adopted as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt  
Nays: None  
Absent: None  
Date: September 29, 2020  
xc: HR, RUHS-Pharmacy Dept.

Kecia R. Harper  
Clerk of the Board  
By:   
Deputy

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<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
<b>COST</b>	\$ 0	\$ 0	\$ 0	\$ 0
<b>NET COUNTY COST</b>	\$ 0	\$ 0	\$ 0	\$ 0
<b>SOURCE OF FUNDS: N/A</b>			<b>Budget Adjustment:</b>	No
			<b>For Fiscal Year:</b>	20/21

**C.E.O. RECOMMENDATION:** Approve

**BACKGROUND:**

The RUHS Pharmacy Department, in addition to inpatient services, operates four (4) Retail Pharmacies with plans of expansion to open and operate an additional three (3). By the close of 2020, the Pharmacy Department will operate a total of seven (7) Retail Pharmacies, in addition to the Riverside County Rubidoux Pharmacy. In 2019 alone, the current four (4) pharmacies were responsible for filling more than 200,000 prescriptions combined. This number is projected to increase significantly with the anticipated expansion.

Currently, the Pharmacy Department is staffed with a variety of certified professional Pharmacy classifications such as: Pharmacists, Pharmacy Technicians and Pharmacist Interns, in addition to non-licensed clerical support staff classified as Office Assistants (OA). The OA's are primarily responsible for providing customer service support to each of the retail pharmacies, by researching insurance information, cash handling and dispensing medication.

A recent classification study conducted by the Human Resources Classification and Compensation Unit yielded that due to the unique and sensitive nature of the clerical role within the pharmacy, it is recommended that the Office Assistant classification no longer be utilized, and a new classification of Pharmacy Assistant be created. Creation of the new classification will allow the department to recruit and attract the desired candidate pool to effectively staff and serve the retail pharmacy clinics.

**Classification Addition:**

**Pharmacy Assistant:** Due to the absence of market data, internal benchmarks were utilized to establish pay in relation to the class series. It is recommended to add this classification to the Class and Salary Listing at salary plan/grade LIU 124 (\$28,907 - \$44,200). The recommended salary will allow an adequate 7.5% spread between the new Pharmacy Assistant and certified Pharmacy Technician I classification.

**Additional Fiscal Information:**

Implementation of this recommendation is cost-neutral, as the proposed salary is equivalent to the classification's salary currently staffed/utilized within the Pharmacy Department. Once the new classification is approved, the Department plans to do an even exchange of their current Office Assistant II vacancies



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**Impact on Residents and Businesses**

There is no impact to Businesses. Approval of this classification will allow the RUHS Pharmacy Department to continue to provide critical services to residents.

**ATTACHMENTS**

- A. Resolution No. 440-9165
- C. Pharmacy Assistant Class Specification

RESOLUTION NO. 440-9165

BE IT RESOLVED by the Board of Supervisors of the County of Riverside, State of California, in regular session assembled on September 29, 2020, that pursuant to Section 3(a)(iv) of Ordinance No. 440, the Assistant County Executive Officer/Human Resources Director is authorized to amend the Class and Salary Listing of Ordinance No. 440, operative the beginning of the pay period following approval, as follows:

<u>Job Code</u>	<u>+/-</u>	<u>Class Title</u>	<u>Salary Plan/Grade</u>
73606	+	Pharmacy Assistant	LIU 124

ROLL CALL:

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt  
 Nays: None  
 Absent: None

The foregoing is certified to be a true copy of a resolution duly adopted by said Board of Supervisors on the date therein set forth.

Kecia R. Harper, Clerk of said Board

By   
Deputy

/kc  
09/14/2020  
440 Resolutions\KC





COUNTY OF RIVERSIDE  
Established Date: Sep 29, 2020  
Revision Date: Sep 29, 2020

## PHARMACY ASSISTANT

Bargaining Unit: LIUNA - Support Services

Class Code:  
73606

### SALARY RANGE

\$13.90 - \$21.25 Hourly  
\$2,408.93 - \$3,683.30 Monthly  
\$28,907.22 - \$44,199.58 Annually

### CLASS CONCEPT:

Under direct supervision, assists licensed, professional Pharmaceutical staff by providing a variety of administrative, clerical and organizational duties in support of a retail Pharmacy.

The Pharmacy Assistant is an entry level classification and reports to an appropriate supervisory level position. Incumbents are characterized by providing administrative support to professional Pharmaceutical staff in a retail pharmacy. Responsibilities include providing customer service to patients, communicating with a variety of healthcare providers and dispensing medication.

The Pharmacy Assistant is distinguished from the Pharmacy Technician in that the latter has completed the Pharmacy Technician training course and is required to perform support duties of greater complexity.

### REPRESENTATION UNIT:

LIUNA - Support Services

### EXAMPLES OF ESSENTIAL DUTIES:

(Depending on the area of assignment, duties may include, but are not limited to, the following)

- Distribute medication to the public in accordance with pharmacy laws and county policies and procedures; collect and input appropriate information into Pharmacy system; ensure insurance eligibility; process and distribute prescription accordingly.
- Receive and reconcile fees; operate point-of-sale systems; prepare receipts and accounts for money received; reconcile prescription fees through register close out.
- Provide customer service; assist the public by providing departmental information, forms/documents, and receiving and answering requests concerning Pharmacy and departmental operations.
- Perform mail order prescription services; assist patients with requests, order preparation, packaging and records keeping
- Maintain informational and operational records; answer telephone and assist callers by providing information, taking messages and routing calls to others when necessary.



- Type a variety of information such as pharmacy prescriptions or reports.
- Make computer data inquiries and retrieve information; print reports such as pharmacy prescription records; locate files; enter, store, retrieve, and delete information in order to update records and/or data bases; verify the accuracy of information entered and correct errors in transmission.
- Work directly with health care professionals to provide direct, positive impact to patients; communicate regularly with a variety of healthcare providers in order to verify benefit and patient information.
- Perform quality assurance activities including authorizations, and billing functions

### **RECRUITING GUIDELINES:**

Education: Graduation from high school, possession of a Certificate of Proficiency issued by the California State Board of Education, or attainment of a satisfactory score on a G.E.D. examination.  
Experience: Six months of experience providing customer service with responsibility for receiving, evaluating, and responding to inquiries or complaints. Experience in the Pharmacy or health care related field preferred.

Knowledge of: Correct grammar, spelling, and punctuation; principles, methods, and equipment used in information processing; general knowledge of pharmacy services and pharmacy laws including HIPAA regulations

Ability to: Perform clerical work and quickly learn the specific operation of the office; make decisions in standard procedural matters without immediate supervision; prepare and maintain accurate records and reports; make arithmetic calculations rapidly and accurately; understand and follow written and oral instructions; establish and maintain effective working relationships; provide excellent customer service skills; organization skills and attention to detail; work proficiently under pressure; understand and follow departmental policies and procedures; listen and speak effectively to relate accurate information between customers and pharmacists.

### **OTHER REQUIREMENTS:**

License: Possession of a valid California Driver's License may be required.

### **PRE-EMPLOYMENT:**

All employment offers are contingent upon successful completion of both a pre-employment physical exam, including a drug/alcohol test, and a criminal background investigation, which involves fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from County employment.)

### **PROBATIONARY PERIOD:**

As an Approved Local Merit System, all County of Riverside employees, except those serving "At Will," are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, County Resolution, or Salary Ordinance. Temporary and Per Diem employees serve at the pleasure of the agency/department head.