



Job Vacancy Announcement

Agency Job Posting #: TSBP 25-017
Work in Texas #: 16837870

Number of Openings: 1
Schedule: Full-Time

Opening Date: March 17, 2025
Closing Date: April 1, 2025

Job Title: Case Technician
State Classification: 1570 – Program Specialist I
FLSA: Non-Exempt
Monthly Salary: \$4,053.80 (B17)
Team: Enforcement
Reports to: Enforcement Manager
Travel: None
New Hires & Rehires: 60-day waiting period for health coverage

Flex Schedule Allowance: Position Eligible

Military Crosswalk

Army: No Military Equivalent

Navy: OS, YN, YNS, 611X, 612X, 641X, 712X

Coast Guard: OS, YN, OSS, PERS

Marine: No Military Equivalent

Air Force: 8U000, 16GX, 60C0, 63G0, 86M0, 86P0, 88A0, 88B0

GENERAL POSITION DESCRIPTION

Performs routine (journey-level) technical assistance work relating to the laws and rules governing the operation and practice of pharmacy. Work involves gathering information to assist with the resolution of alleged violations of laws and rules governing the practice of pharmacy, performing administrative tasks, and serving as a liaison to applicants, licensees, registrants, and the general public by providing information regarding laws and rules governing the practice of pharmacy.

REPORTING RELATIONSHIPS

Works under the general supervision of the Enforcement Manager with moderate latitude for the use of initiative and independent judgment within the limits of the agency and Enforcement Team policies and procedures. Work is subject to review by others, including the Executive Director, Director of Enforcement, and General Counsel.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Gathers information to assist in resolving alleged violations of the laws and rules governing the practice of pharmacy, work involves:
 - gathering documents from other government entities to perform criminal history background review on applicants for licensure or registration;
 - contacting and interviewing complainants, subjects of complaints, prescribing practitioners, and other health-related professionals, regarding non-compliance complaints;
 - collecting and reviewing applicable records, such as criminal records, pharmacy and medical records, and supplemental information; and
 - monitoring, summarizing, and documenting findings in memorandums and final reports.
- Performs administrative duties related to work, including:
 - processing and closing complaints in accordance with established policies and procedures;
 - updating complaint information in the agency's computerized database while ensuring data is complete and accurate;
 - preparing and presenting information to make recommendations for action to team management staff;
 - scanning documents and agency files;
 - preparing cases and evidence for referral of administrative hearings; and
 - preparing a variety of correspondence letters.

- Serves as a liaison to applicants, licensees, registrants, and the general public on telephone queue regarding laws and rules governing the practice of pharmacy.
- Maintains confidentiality of complaint information and associated records.
- May attend or testify in informal disciplinary settlement conferences, criminal courts, civil courts, and administrative hearings.
- Determines work priorities and schedules times accordingly.
- Complies with all agency personnel policies, including regular attendance.
- Performs related work as assigned, including job duties provided in the SAO job description.
- May serve as back-up to other equivalent Enforcement Team staff in their absence.

General Qualifications

Knowledge, Skills, and Abilities

Knowledge of laws and rules governing the practice of pharmacy; agency policies and procedures; practices of general pharmacy operations; and basic customer service principles and techniques.

Skill in the use of standard office equipment, computers, and computer software, including Microsoft Word and Microsoft Excel; and reviewing documents for accuracy and completeness.

Ability to gather, assemble, correlate, and analyze facts; to devise solutions to problems and recommend courses of action based on the application of agency procedures; communicate effectively with others, both verbally and in writing; to provide guidance to others, to maintain confidential and sensitive information; interpret and apply policies and guidelines, manage multiple priorities concurrently and meet deadlines, and manage time efficiently and work independently.

Education and Experience Requirements

- Customer Service or administrative experience, preferably in a health-related professional field.
- Experience in a pharmacy licensed by Texas is preferred.
- Experience in regulatory work or legal assistant work is desirable.
- High-school degree or equivalent is required. Graduation from an accredited college or university is generally preferred. Education and experience may be substituted for one another.

License Required: None.

If registered as a pharmacy technician, must possess a current registration certificate and be in good standing with the Texas State Board of Pharmacy.

Environmental and Physical Conditions

Normal office environment. Tobacco-free workplace. Sitting and operating a personal computer for long periods of time. Correctly lift up to 25 pounds. Physical conditions will require a person with sufficient stamina to maintain a constant high level of concentration, frequently intense with many interruptions, for long periods of time. Work involves frequent communication with others, in person and by telephone, processing information quickly and accurately. Work involves the lifting of boxes of records, evidence and other documents weighing more than 25 pounds.

The specific statements shown in each section of this position description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

Conditions of Employment

Upon employment, all persons hired will be required to complete state and/or national fingerprint identification checks. Employees must be eligible, as determined by the Texas Department of Public Safety, to access criminal history records. Felony convictions and certain misdemeanor convictions will cause ineligibility. Upon employment, employees must be able to pass the required online CJIS class regarding the security of criminal records.

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form (Form I-9) upon hire. TSBP participates in E-Verify and will provide the Federal Government with your Form I-9 information to confirm that you are authorized to work in the U.S. TSBP is unable to sponsor employment visas.

In accordance with Texas Government Code, Sec. 651.005, all males who are 18 to 25 years of age must present proof of registration with Selective Service or exemption from registration upon hire.

How to Apply

Applicants must submit a completed State of Texas Application with all requested information. Incomplete applications will not be considered. A resume may be submitted to supplement the State of Texas Application; however, a resume submitted in lieu of the application will be rejected. Additionally, an application with “see resume” within the summary of experience is considered incomplete and will be rejected.

All applicants are encouraged to submit a cover letter that focuses on the applicant’s unique qualifications for the position.

The Texas State Board of Pharmacy (TSBP) accepts the State of Texas applications only for posted vacancies. Applications must be received by 11:59 P.M. CST on the closing date.

Applicants may submit their State of Texas application directly to TSBP using the following methods or online at WorkInTexas. Note that any supplemental items (such as cover letters and resumes) must be sent directly to TSBP by using the methods below:

Texas State Board of Pharmacy
1801 Congress Ave Ste 13.100
Austin TX 78701
human.resources@pharmacy.texas.gov

Military Preference

In order to receive a military preference for any position, one of the following documents must be submitted with the employment application: a copy of the DD-214; a statement of compensation from the Veteran’s Administration, or a copy of the DD1300.

The Texas State Board of Pharmacy (TSBP) is an Equal Opportunity/Affirmative Action/ADA Employer and Smoke Free Agency. The TSBP’s employment positions are covered by the Fair Labor Standards Act (FLSA). TSBP does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, or veteran status. A copy of TSBP’s EEO Plan Utilization Report is available at http://www.pharmacy.texas.gov/files_pdf/EEO_Utilization_Report_TSBP_Amended.pdf