* Greet and assist customers in a friendly and professional manner.
* Answer customer inquiries about over the counter (OTC) medications and products.
* Provide basic advice on non-prescription items, directing customers to the pharmacist for more complex queries.
* Handle complaints or concerns courteously and escalate issues when necessary.
* Assist in preparing and labelling medications under the supervision of a pharmacist.
* Collect prescriptions from customers and ensure all necessary details are complete and accurate.
* Package medications for distribution while ensuring compliance with safety and regulatory standards.
* Stock shelves with medications and other products in an organized manner.
* Monitor inventory levels and report shortages to the pharmacist.
* Check for expired medications and remove them from shelves.
* Assist in ordering and receiving stock, ensuring accuracy in the process.
* Operate the cash register to process payments and issue receipts.
* Manage and update patient records with confidentiality.
* Prepare daily sales and inventory reports as required.
* Handle phone calls, including taking refill requests or providing basic information to customers.
* Adhere to all pharmacy policies, procedures, and legal regulations.
* Ensure medications are stored appropriately to maintain their quality.
* Maintain a clean, organized, and hygienic work environment.
* Support the pharmacist in preparing compounded medications if needed.
* Help with administrative tasks, freeing the pharmacist to focus on clinical duties.
* Assist in explaining pharmacy products and services to customers.
* Provide recommendations for general healthcare products, such as vitamins, supplements, and personal care items.
* Inform customers about promotions or discounts on pharmacy products.