



The Alberta College of Pharmacists governs pharmacists, pharmacy technicians and pharmacies in Alberta to support and protect the public's health and well-being. We take responsibility for pharmacy practice by setting and enforcing high standards of competence and ethical conduct.

The Alberta College of Pharmacists takes pride in providing a work environment of choice with competitive compensation and benefits.

Professional Practice Administrator (permanent, full-time, 37.5 hours/week)

Under the leadership of the professional practice director, the professional practice administrator supports and assists the director and the professional practice team. The administrator coordinates pharmacy assessments and assists the team to develop quality assurance and quality improvement initiatives.

The administrator also supports and provides back up to the complaints resolution program. In this role, the administrator is the first person of contact for incoming complaints or concerns.

Key duties and responsibilities

Professional Practice (80-90% time allotment)

- Act as first person of contact for inquiries about pharmacy assessments and consultations.
- Build territory plan templates and disseminate them to the practice consultants.
- Collaborate with the registration administrators to facilitate practice site assessments.
- Generate assessments and monitor the progress of assessment cases to ensure accurate documentation, case completion, timely resolution of outstanding deficiencies, and then report findings to the professional practice director.
- Develop, revise and maintain policies and procedures and process maps for the professional practice department.
- Assist the professional practice director to develop and implement methodologies to influence change and improve processes.
- Assist the professional practice director with data analysis and project management for projects with internal and external partners.

Complaints Resolution (10-20% time allotment)

In providing regular and back-up coverage to the complaints resolution administrator, the professional practice administrator will also:

- Act as the first person of contact for incoming complaints or concerns. Provide first line triaging of reported complaints.
- Independently resolve issues of public concern whenever possible.
- Ensure complete and accurate documentation of all complaints and concerns and forward those, as required, to the complaints director.
- Monitor the progress of complaint cases to ensure completion, consistency, timely resolution and proactive reporting to the complaints director.

General

- Prepare reports, surveys, memos, letters, spreadsheets, presentations and other documents for the professional practice director and the complaints director.
- Plan and coordinate events and meetings required by the complaints or professional practice directors, including but not limited to securing appropriate meeting venues, technologies and

- other communication tools; catering; arranging accommodations and travel; managing meetings onsite; and preparing and distributing agendas, supporting documents, and minutes.
- Train and support ACP team members regarding the complaint and assessment database modules.
 - Provide occasional reception coverage.

Education and experience requirements

- Completion of a college diploma in office or business administration, and
 - Experience in preparation of high quality reports and correspondence, and
 - Three to five years experience in a similar role.
 - Education or training in arbitration, mediation or quality assurance would be an asset.
- An equivalent combination of education and experience may be considered.

Desired skills and proficiencies

- Excellent written and verbal communication skills
- Demonstrated excellence in customer service
- Detail oriented and accurate
- Excellent analytical and problem solving capabilities
- Strong planning capabilities and organizational skills
- Commitment to teamwork and ACP team values
- Ability to be self-motivated and work independently
- Intermediate to advanced skills in MS Word and PowerPoint and advanced skills in Excel with the ability to learn new software quickly
- Ability to operate Dictaphone equipment
- Familiarity with relational databases
- Strong facilitation and mediation skills
- Understanding of the principles of quality assurance and quality improvement
- Empathetic and understanding

Submit resumes to: Lynn Paulitsch
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