Healthy Albertans through excellence in pharmacy practice

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 and monitors 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 allocation)

- Act as first person of contact for inquiries about pharmacy assessments and consultations
- Realign territories according to segmentation strategies and disseminate them to the Practice Consultants
- Collaborate with the registration department to facilitate practice site assessments
- Enter assessment questions into the database to facilitate collection and analysis of data and manage modules
- Coordinate, monitor and audit assessment cases to ensure accurate documentation, case completion, timely resolution of outstanding deficiencies, and then report findings
- Develop, revise and maintain policies, procedures and process maps for the department
- Clean and analyze data to report on assessments and practice trends
- Assist with developing and implementing methodologies to influence change and improve processes
- Assist with data analysis and project management for projects with internal and external partners
- Provide administrative support to the professional practice team

Complaints Resolution (10-20% time allocation)

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 and triage as required
• 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

General
• Prepare reports, surveys, memos, letters, spreadsheets, and presentations
• Plan and coordinate events and meetings
• Handle general inquiries from the public and registrants and provide occasional reception coverage
• Create, capture and retain documents (electronic and hard copy) as per records management policy
• Other duties as required

About You
• You have advanced skills in Excel, PowerPoint and Word
• You can learn new software quickly
• You demonstrate excellence in customer service; you’re empathetic and understanding
• You have excellent written and verbal communication skills
• You are detail oriented and accurate
• You are committed to teamwork and team values and you collaborate well with others
• You possess a “can-do” attitude and can cope effectively with change and a fast-paced environment
• You have a desire for continuous improvement

Qualifications
• Completion of a college diploma in office or business administration or a degree in business administration or pharmacy technician diploma, and
• Three to five years’ experience in a similar role
• Familiarity with data presentation techniques and software will be considered an asset

Submit resumes to:
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