

As an integral member of the Professional Practice team, the Professional Practice Analyst (PPA) works closely with the Director and Pharmacy Practice Consultants to ensure ongoing coordination of all department activities. The PPA designs surveys and analyzes assessment cases and the assessment cycle. They are responsible for prioritizing, coordinating, and monitoring pharmacy assessments performed by the college's Pharmacy Practice Consultants. The PPA prepares the data collected through pharmacy assessments for further analysis and collaborates with the department in developing quality assurance and quality improvement initiatives. These activities support the Director in making informed decisions that influence behaviors and promote excellence in pharmacy practice.

The PPA also supports and provides back up to the college's complaints resolution program. In this role, the PPA is the first point of contact for incoming complaints or concerns.

## Key duties and responsibilities

### Professional Practice (80-90% time allocation)

#### Program support

- Provide administrative support to the professional practice team (Director and seven Pharmacy Practice Consultants).
- Act as first point of contact for inquiries about pharmacy assessments and consultations and triage issues independently, seeking the Director's input where needed.
- Serve as the primary contact with ACP's registration department to facilitate practice site assessments.
- Realign territories according to segmentation strategies and disseminate them to the Pharmacy Practice Consultants.
- Develop, revise, and maintain policies, procedures, and process maps for the department.
- 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 as required.
- Create, capture, and retain documents (electronic and hard copy) as per records management policy.
- Other duties as required.

#### Auditing and reporting

- Ensure process quality by evaluating, proposing amendments, and implementing approved revisions to assessment questions and modules in the database to facilitate collection and analysis of data.
- Monitor and audit assessment progress, ensuring assessments are completed in a timely manner and resolve operational issues as they arise.
- Evaluate data integrity, identify issues in the data, and resolve the issues.
- Assist with data preparation to provide support for projects with internal and external partners.
- Identify opportunities for developing and implementing methodologies to influence change and improve processes.

## **Complaints Resolution (10-20% time allocation)**

In providing regular and back-up coverage to the Complaints Resolution Assessor, the PPA will also

- act as the first point 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 and;
- monitor the progress of complaint cases to ensure completion, consistency, timely resolution, and proactive reporting.

## **About You**

- You thrive in a highly collaborative team environment, with the ability to work independently with minimal direction when needed.
- You have a desire to learn, demonstrate intellectual curiosity, and seek continuous quality improvement.
- You are a systems thinker and have excellent problem-solving capabilities.
- You can learn new software quickly and easily.
- You have strong planning capabilities and organizational skills.
- You demonstrate excellence in customer service; you are empathetic and understanding.
- You have excellent written and verbal communication skills.
- You are detail oriented and accurate in all your work.
- You possess a “can-do” attitude and can cope effectively with ambiguity, change, and a fast-paced work environment.

## **Qualifications**

- Completion of a college diploma in business administration or a degree in business.
- Three to five years' experience in a similar role.
- Advanced skills in Excel, PowerPoint, and Word. This includes
  - working with Excel pivot tables and using advanced functions such as VLOOKUP, IF, IS, SUMIFS, MATCH, INDEX, CONCATENATE;
  - using built-in Excel functions and charting features to understand and forecast trends; and
  - linking Excel spreadsheets to other applications such as PowerPoint.
- Familiarity with survey design and data collection, preparation, analysis, presentation techniques, and software is considered an asset.
- Experience using Tableau or similar data reporting software is considered an asset.

An equivalent combination of education and experience will be considered.

## **About us**

The Alberta College of Pharmacy (ACP) is the regulatory body for pharmacists, pharmacy technicians, and licensed pharmacies in Alberta. We are responsible for quality pharmacy care through developing and enforcing pharmacy practice standards and guidelines. We also ensure only qualified pharmacy professionals are licensed and that all pharmacies provide a practice environment that supports quality practice and patient safety. It's a big responsibility.

ACP is a global leader in the advancement of pharmacy practice. Alberta's pharmacy professionals have the broadest scope of practice in North America. You could say ACP is a trail blazer. Our team members are collaborative, thoughtful, respectful, encouraging, and committed to quality. In fact, that's our team charter, which was created by our team members. ACP offers competitive compensation and benefits.

## How to apply

Along with your resume, please submit a cover letter outlining why you're interested in the opportunity and how your work experience has prepared you to succeed in the role. Submissions without a cover letter will not be considered.

By applying for this position, you are confirming you possess either Canadian Citizenship, permanent resident status, or a valid work permit. Please note that the successful candidate will be required to provide a Criminal Record Check satisfactory to the Alberta College of Pharmacy (ACP) and proof of full immunization against COVID-19.

This job posting will remain open until a suitable candidate is found. We thank all applicants for their interest in ACP, however, only those selected for an interview will be contacted.

## Contact

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