



Literacy and numeracy on the job:

Pharmacy Assistant

Overview of tasks for pharmacy assistants

- Greet customers and identify customer needs
- Describe the features and benefits of products
- Advise customers about use and care of products
- Work as part of a team
- Read a range of product or prescription labels and information
- Order and manage stock, update a range of sales and purchase documents
- Manage a range of payment methods



Reading

Every day, pharmacy assistants read:

- product or prescription labels
- product information on packaging, brochures, catalogues and advertising material
- brief notes and instructions (shop diary, merchandise plans, messages)
- store signage
- lists (merchandise, customers, suppliers)
- point of sale information

On a fairly regular basis, pharmacy assistants read:

- staff rosters
- sales and performance reports or charts
- supplier order forms, invoices and packing slips
- details from their payslip
- company information (standard operating procedures, memos, rules and procedures)

Occasionally, pharmacy assistants read:

- industry legislation and regulations
- training materials
- employment documentation
- complex information from manufacturers' manuals and warranties

Writing

Every day, pharmacy assistants:

- write short notes about work events (diary, whiteboard, work records)
- enter data into point of sale system
- update customer records

On a fairly regular basis, pharmacy assistants:

- complete sale and purchase documents (receipts, refunds, sales reports)
- write email messages to customers, suppliers and colleagues
- fill out order forms

Occasionally, pharmacy assistants:

- complete accident, incident and hazard reporting forms
- complete training workbooks and assessments
- fill in employment related forms

Speaking and listening

Every day, pharmacy assistants:

- greet customers
- ask questions to clarify customer needs and listen actively to the customer's response
- explain features of products and how to use products for best results
- communicate with empathy and using discretion
- influence purchase decisions
- listen to verbal explanations and instructions
- coordinate work with other staff

On a fairly regular basis, pharmacy assistants:

- request assistance from or give instructions to co-workers
- participate in meetings (store, supplier, health and safety)
- verbally report incidents, accidents, near misses and hazards
- negotiate with customers (pricing, returned product)

Occasionally, pharmacy assistants:

- listen to presentations from pharmacist, company management, suppliers and others
- answer oral assessment questions
- listen to and participate in training sessions and discussions

Numeracy

Every day, pharmacy assistants:

- count products and cash
- manage a range of money transactions and payment methods
- check the till float and reconcile till totals at the end of the day
- work out and supply correct change
- estimate the best and quickest way to complete a job

On a fairly regular basis, pharmacy assistants:

- check their pay is correct
- calculate discounts, profit margins and GST amounts
- estimate area, capacity and volume

Occasionally, pharmacy assistants:

- measure or weigh accurately
- calculate conversions
- work out how to use space efficiently

Critical thinking

Every day, pharmacy assistants:

- make customers a priority whilst completing other jobs
- plan and complete tasks in the right order for efficient work flow
- know when to refer a customer's concern or product choice to the pharmacist

On a fairly regular basis, pharmacy assistants:

- identify health and safety hazards
- quickly and accurately identify and report problems
- decide whether to accept returned or damaged goods

Occasionally, pharmacy assistants :

- deal with contingencies
- develop solutions to work issues and problems

Pharmacy ITO PO Box 11640, Wellington. Phone: 04 382 8058 Fax: 04 385 8668 www.pito.org.nz

Workbase: the New Zealand Centre for Workforce Literacy Development 2 Vermont St, Ponsonby, Auckland, PO Box 56571, Dominion Road, Auckland 1446, New Zealand. Phone: 09 361 3800 Fax: 09 376 3700 www.workbase.org.nz