## Pharmacist: Medication Therapy Management Communication and Care Center

| Position Title: | Staff Pharmacist |
| Category:       | General OPS |
| Salary:         | TBA |
| Work Schedule:  | TBA |
| **MTM Center Responsibilities:** | - Participation in all required MTM center operational meetings  
  - Provision of MTM services  
  - Supervision of staff, residents, and clerkship students  
  - Precepting pharmacy students and residents in completion of the MTM process  
  - Contribution to MTM quality improvement process  
  - Mastery of all policies and procedures  
  - Collaboration and participation (if necessary) in publishing scholarly work and research activities |
| **Requirements:** | - PharmD degree from a fully accredited college or university or equivalent degree with applicable practice experience  
  - Strong clinical therapeutic skills, geriatric practice preferred but not required  
  - Pharmacy student preceptor experience preferred  
  - General understanding of Medicare Part A and B, and understanding of Part D drug benefit well enough to help plan members achieve appropriate cost savings  
  - Must possess or be able to achieve Registered Pharmacist status in the state of Florida  
  - Excellent oral, written, and interpersonal communication skills  
  - Experience in a patient care environment  
  - Ability to work in a structured, fast paced call center environment  
  - Must be self-directed and possess excellent organizational skills  
  - Ability to manage multiple people and priorities simultaneously  
  - Strong skills in relationship building  
  - Experience working with health care professionals, students, pharmacy technicians, and pharmacy interns preferred  
  - Understands the pharmacist’s clinical role in the care of Medicare patients  
  - General knowledge of the therapeutic categories and common indications of medications  
  - Understanding of Medicare Part D drug benefit basic design  
  - Prior managed care/MTM experience preferred  
  - Can explain the terms: formulary, step-care, prior authorization and quantity limits  
  - Uses and pronounces common medical and pharmacy terms correctly  
  - High energy, mature, and comfortable working with all levels of professionals, students and patients  
  - Articulate and understands how to communicate with seniors using the telephone |
| Skills: | Strong verbal and written communication skills- Must be able to articulate information in a clear and concise manner  
Strong command of the English language  
Excellent listening skills- Demonstrates empathy with callers with tone, language, questions and counseling  
Ability to probe and question patients and providers to understand concerns or needs  
Maintains a professional demeanor on the phone at all times  
Ability to defuse potential customer conflict utilizing the appropriate tone, support, questions and/or counsel  
Responds in supportive manner to patients and providers  
Independent thinker (works autonomously)  
Ability to follow all processes and procedures  
Demonstrates ability to work as part of a high-performing team  
Highly dependable |

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