



## JOB INFORMATION

Job Code:	111081
Job Title:	Retail Assistant
FLSA Status:	Non-Exempt
Supervisory:	
Job Family:	Retail
Job Family Group:	Auxiliary Services 1
Management Level:	7 Individual Contributor

## JOB SUMMARY

Assists customers. Performs office administration duties. Reviews patient accounts for accuracy, assists in training staff in coding, billing and collections. Audits and reconciles deposit records and follows up on accounts receivables.

## JOB QUALIFICATIONS:

### Education

Req	Pref	Degree	Field of Study
X		High school or equivalent	
	X	Associate's degree	

### Additional Education

Check here if experience may substitute for some of the above education.

<input type="checkbox"/>	Combined experience/education as substitute for minimum education
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### Work Experience

Req	Pref	Work Experience	Experience Level
X		2 years	
	X	3 years	

### Additional Work Experience

Check here if education may substitute for some of the above work experience.

<input type="checkbox"/>	Combined experience/education as substitute for minimum work experience
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### Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Retail pharmacy office and counter experience.
	X	Specialized office procedures directly related to retail pharmacy.
	X	Experience with insurance eligibility procedures and billing.
	X	Knowledge of pharmacy brand and generic names.
	X	Troubleshoot office machine problems.

## Other Job Factors

### JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Provides professional, knowledgeable, courteous customer service. Assists customers in locating merchandise, takes special orders, answers questions, performs gift wrapping and/or other special services, communicates policies on returns and exchanges. Monitors for shoplifting. Resolves customer complaints and processes merchandise returns, refunds or exchanges.				
Maintains currency with, understands and ensures section compliance with all university and departmental policies and procedures and with all applicable local, state and federal laws and regulations.				
Maintains files and records, oversees equipment and office supply inventory. Photocopies, collates, faxes, distributes, mails, performs errands. Reads and prioritizes incoming mail. Handles or routes as appropriate.				
Answers telephones, routes call, takes messages and/or provides information in accordance with department or university policy.				
Investigates problems and complaints and resolves those which fall within established policies and procedures.				
Orders, stocks, and straightens over the counter supplies. Returns non-picked up prescriptions to pharmacist on a routine basis.				
Prepares and processes documentation, reports and/or other documents. Proofs own work for accuracy and completeness. Ensures deadlines are met. May schedule and oversee others involved in similar tasks for critical or high volume projects.				
Establishes, organizes and maintains unit filing systems, logs, statistical data and other records.				
Audits and reconciles daily deposit records to ensure accuracy. Reports discrepancies immediately. Provides reports and makes projections.				
Assists billing office staff with difficult collection issues or problems. Assists in training and cross-training staff in coding, billing and collections.				
Follows up on accounts receivables with patients and third party payors, re-bills claims, initiates account correspondence or phone calls to patients and/or third party payors. Responds to incoming correspondence or phone calls. Arranges patient payment plans.				
Reviews patient accounts to ensure accurate coding and billing, corrects errors and informs the appropriate staff members of correct coding.				
Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.				

### Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			No

### ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.