

SkillsUSA Tennessee PS Virtual Interview Contest Pharmacy Technician

SkillsUSA is focused on preparing students for career success. With the changes in our world, it is now more important than ever that you know not only how to interview for your future career, but how to do it in a virtual format.

Starting in summer 2020, SkillsUSA Tennessee Postsecondary is hosting statewide Virtual Interview Contests in all industry sectors!

Virtual Interview Contest Process:

Step #1: All chapters will receive “*How to Prepare for Virtual Interviews*” training packet created by the SkillsUSA Tennessee PS State Director

Step #2: Students practice virtual interviewing skills with their instructor. Create a professional resume geared towards the job description included. Participate in a virtual in-class competition to determine top 3 overall students in their program area.

Step #3 The top 3 students from each program submit their recorded virtual skills demonstration interviews and their professional resumes to the state director to be judged by industry professionals.

**Scenarios and detailed instructions are included in this packet*

Step #4 The Top 10 finalists from each sector will be notified of their scheduled time to interview in using *Microsoft Teams* with a panel of industry professionals from their sector. Interviews will be recorded, and once all are scored the overall winners will be awarded Gold, Silver, and Bronze medals.



Pharmacy Technicians

Job Summary and Responsibilities:

Pharmacy technicians, under the supervision of a pharmacist, check incoming goods, control stock, handle and store pharmaceuticals properly. Where permitted by national rules, they dispense medication and provide advice on their appropriate use.

Required Competencies:

Occupational Competencies

- **Cash register:** Register and handle cash transactions by using point of sale register.
- **E-health and mobile health technologies:** Use mobile health technologies and e-health (online applications and services) in order to enhance the provided healthcare.
- **Health education:** Provide evidence based strategies to promote healthy living, disease prevention and management.
- **Organizational techniques:** Employ a set of organizational techniques and procedures which facilitate the achievement of the set goals set such as detailed planning of personnel's schedules. Use these resources efficiently and sustainably, and show flexibility when required.
- **Medicines for self-medication:** Knowledge of medication which can be self-administered by individuals for psychological or physical problems. This type is sold in supermarkets and drugstores and does not require a doctor's prescription. This medication mostly treats common health issues.

Foundational Competencies

- **Active Listening:** Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Reading Comprehension:** Understanding written sentences and paragraphs in work related documents.
- **Speaking:** Talking to others to convey information effectively.
- **Critical Thinking:** Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Monitoring:** Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- **Service Orientation:** Actively looking for ways to help people.
- **Social Perceptiveness:** Being aware of others' reactions and understanding why they react as they do.
- **Time Management:** Managing one's own time and the time of others.
- **Complex Problem Solving:** Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- **Coordination:** Adjusting actions in relation to others' actions.

Example Activities:

- Receive written prescription or refill requests and verify that information is complete and accurate.
- Prepack bulk medicines, fill bottles with prescribed medications, and type and affix labels.
- Answer telephones, responding to questions or requests.
- Maintain proper storage and security conditions for drugs.
- Assist customers by answering simple questions, locating items, or referring them to the pharmacist for medication information.
- Price and file prescriptions that have been filled.
- Establish or maintain patient profiles, including lists of medications taken by individual patients.
- Order, label, and count stock of medications, chemicals, or supplies and enter inventory data into computer.

Pre-Recorded Skills Demonstration Scenario

Pharmacy Technician

For this portion of the virtual interview contest, you are to record yourself responding to the following scenario. You may choose to use props, but they are not required. You will be scored on your ability to communicate the process clearly, and to demonstrate your knowledge of the technical skill.

Scenario:

You work at Mills Family Pharmacy and you have an elderly customer, William, who has brought in a prescription from his doctor. Unfortunately, you cannot read what is written on the prescription. How will you proceed? Discuss the steps you will take and alternatives you will consider as well as how you will communicate with William about his prescription.



Skills Demonstration Scenario	Possible Points	Points Earned	Notes
Professional Appearance/Grooming	5		
Virtual Setting: Backdrop, Lighting, Audio, Technical Quality, No Distractions	5		
Eye Contact/Body Language	5		
Demonstration of technical skill/knowledge	15		
Verbal communication skills/clarity	10		
Overall Impression	10		
Total	50		
Virtual Interview	Possible Points	Points Earned	Notes
Greeting and Introduction	5		
Professional Appearance/Grooming	5		
Eye Contact/Body Language	5		
Demonstration of knowledge of the position and technical skills required for the job	10		
Verbal Communication Skills/Clarity	5		
Presentation: Self-Confidence, Persuasiveness	5		
Preparation: Knowledge of Position Applied for and Personal History	5		
Overall Impression	10		
Total	50		
Resume	Possible Points	Points Earned	Notes
Personal Information: Name, address, phone & email	1		
Skills:	2		
Education: Include program of study/Major	2		
Employment: And/or volunteer work or list NA	1		
Activities, Awards and Honors: Should include SkillsUSA membership/activities	2		
References: Or references available upon request	1		
Spelling, Punctuation & Grammar	1		
Total	10		
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