



Pharmacy Technician Certification Board

**Position Announcement
Executive Director/Chief Executive Officer**

August 11, 2017

The Pharmacy Technician Certification Board (PTCB) has commenced its search for an Executive Director/Chief Executive Officer. The attached profile provides information about PTCB and the position, and is designed to assist individuals in assessing their interest in and qualifications for the position.



Pharmacy Technician Certification Board

Position Profile **Executive Director/Chief Executive Officer**

About PTCB

The Pharmacy Technician Certification Board (PTCB) is a 501(c)(6) organization located in Washington DC. It was established in January 1995 and is governed by five organizations: the American Pharmacists Association; the American Society of Health-System Pharmacists; the Illinois Council of Health-System Pharmacists; the Michigan Pharmacists Association; and the National Association of Boards of Pharmacy. Since 1995, PTCB has certified over 600,000 pharmacy technicians and has advocated for a single national standard for pharmacy technician certification that is recognized and supported by the profession. Establishing such a standard through PTCB is consistent with the approach used by other health professions, including the approach utilized within the pharmacist licensure process.

Mission

PTCB advances medication safety by certifying technicians who are qualified to support pharmacists and patient care teams in all practice settings.

Vision

PTCB sets the standard for certification of pharmacy technicians that improves medication safety and patient care.

Governance

PTCB is governed by a six-member Board of Governors. Under the direction of the Executive Director/CEO, the professional staff administers the programs, services and activities of the organization and supports the work of PTCB's Certification Council, composed of expert pharmacists and certified pharmacy technicians drawn from various practice settings and geographic areas.

Key External Interactions

- ❖ Pharmacy Technicians: Pharmacy technicians assist pharmacists in dispensing medications and are accountable to the supervising pharmacist, who is legally responsible for the care and safety of patients served by the pharmacy. PTCB develops, maintains, promotes, and administers a nationally accredited certification and recertification program for pharmacy technicians to enable the most effective support of pharmacists to advance patient safety.
- ❖ Employers: By partnering with PTCB, major employers of pharmacy technicians in national chain, community, and health-system pharmacies sponsor candidates through the PTCB Certification Program.

These employers not only encourage pharmacy technicians to take the Pharmacy Technician Certification Exam (PTCE), but may also cover exam fees and offer a career ladder to successful candidates.

- ❖ State Boards of Pharmacy: The PTCE is included in the regulations in states as part of registration, differentiated responsibilities or increased pharmacy technician to pharmacist ratios.
- ❖ Educators: The PTCB Educator Partnership Program provides pharmacy technician educators of technician training programs across the country a variety of free resources developed to support pharmacy education and prepare pharmacy technicians to take and pass the PTCE.
- ❖ State Associations: PTCB currently partners with health-system and community pharmacy associations to assist them in supporting and promoting PTCB's certification program to pharmacists, pharmacy technicians, educators and legislators.
- ❖ Professional Organizations: National and state associations within the pharmacy profession, health care, and credentialing fields.

Programs and Services

Certification Program

PTCB's pharmacy technician certification program enables technicians to work more effectively with pharmacists to offer safe and effective patient care and service. Certification is achieved by meeting specific eligibility requirements and earning a passing score on the PTCE.

The PTCE assesses candidates' competence to perform the specific duties of a pharmacy technician. The development of the PTCE and all related policies and procedures are directed by the Certification Council, a council of expert pharmacists and pharmacy technicians that represents a diverse range of practice settings and geographical areas. To date, over 600,000 technicians have been certified nationwide through the PTCE.

In December 2017, PTCB will launch a new certification exam for a specialty in sterile compounding. An additional specialty certification for community pharmacy is in the planning stages for potential launch in 2018.

Recertification

Certified Pharmacy Technicians (CPhTs) are required to recertify every two years to maintain certification. PTCB's recertification requirements correspond with the bi-annual renewal schedule for professional pharmacist licensure as governed by State Boards of Pharmacy. Some employers and/or State Boards of Pharmacy require CPhTs to maintain their PTCB certification. The purpose of recertification is to ensure that pharmacy technicians stay up-to-date in pharmacy practice through the completion of 20 hours of Continuing Education (CE).

Scope of Position

Summary

The Executive Director/CEO reports to the Board of Governors and is responsible for managing the professional staff (current total staff size is 29 FTEs); directing PTCB's daily operations, programs and services; overseeing the development of the annual operating budget and financial resources; and developing and maintaining alliances with key stakeholders and partners.

Key Responsibilities

Governance and Strategy

- Collaborates with the Board of Governors to develop and regularly update the PTCB strategic plan.
- Determines, with the Board, the needs of PTCB's stakeholders in the context of the larger health care environment, and manages the development of services and products to meet those needs.

- Keeps the Board of Governors informed of PTCB operations, as well as the potential impact of emerging issues/situations, recommending suggested action as appropriate.
- Develops and recommends organizational policies, plans, programs and budgets for consideration by the Board.

Certification Programs and Products

- Conceptualizes and develops strategy for the creation and implementation of new certification programs and products.
- Effectively advances the establishment of a single certification standard for pharmacy technicians through effective collaboration and consensus-building with diverse stakeholders.
- Consistently increases PTCB's share of the pharmacy technician certification market.

Strategic Alliance Development

- In tandem with PTCB's Strategic Alliance team, builds and maintains highly effective relationships with key organizations, both public and private, and ensures the positions of PTCB and its stakeholders are enhanced in accordance with the policies and objectives of PTCB.
- Serves as a credible and informed spokesperson for the pharmacy technician certification industry.
- Anticipates and successfully manages legal and/or public relations situations; minimizes occurrences through proactive planning and effective management practices.

Internal Operations

- Establishes organizational staffing structure and adjusts as needed to ensure accomplishment of organizational goals and optimal use of staff, vendor and consultant resources.
- Directs PTCB operations and infrastructure; develops and implements operational policies and procedures to ensure effective operations.
- Develops and recommends annual budget to the Board, allocating resources for ongoing operations, strategic initiatives and business development; manages PTCB financial affairs within the approved budget.
- Executes such contracts and commitments as may be authorized by established policy or by the Board.
- Manages and coaches senior leadership staff, delegating responsibility as appropriate, supporting continuous professional development, and holding accountable for excellence in performance and staff management.
- Promotes a work environment of collaboration and teamwork, recognizing excellence and integrating staff contributions into operations and activities that support the advancement of PTCB's mission.
- Develops and maintains a highly effective staff team by ensuring the effectiveness of hiring procedures, staff training and development, competitive compensation and benefits, regular performance feedback and prompt management of performance issues.
- Ensures human resources functions are administered in compliance with federal, state and local laws and regulations.
- Performs other duties as required for the administration of PTCB or as deemed necessary by the Board.

Qualifications

Education

A bachelor's degree is required. A degree in pharmacy is strongly preferred, as is a master's degree or other advanced degree.

Experience

- A minimum of 10 years' executive/senior-level management experience, including at least 5 years in a healthcare-related organization, is essential for success in this position.
- Non-pharmacist candidates must demonstrate an in-depth understanding of and appreciation for the role of pharmacy technicians in the delivery of health care and medication management, as well as policy that affects pharmacy technician credentialing and practice.

In addition, the successful candidate will have extensive experience in most, if not all, of the following areas:

- Experience as an Executive Director/CEO or a high-level leader of a large group.
- Experience as a practicing pharmacist or pharmacy executive.
- Effectively serving as the public voice and spokesperson for an organization;
- Developing and implementing strategic plans and initiatives, and identifying and prioritizing organizational needs and resources;
- Leading and managing a complex certification program with diverse stakeholders through important change and growth, or knowledge of certification program operations and psychometric practices;
- Demonstrated business acumen and fiscal management expertise to ensure short- and long-term stability of an organization's assets, including the development and diversification of sustainable revenue sources;
- Track record of establishing and maintaining a strong relationship with a Board of Directors and effective management of the governance structure.

Additional Skills, Abilities and Knowledge Required

The following skills and abilities are essential to a candidate's success in the position of ED/CEO:

- Visionary leadership in order to capitalize on opportunities, identify challenges and the resources necessary to meet those challenges, and incorporate into strategic and financial planning processes;
- Ability to build effective alliances, relationships and partnerships with related industry organizations, and to create opportunities to network, collaborate and exchange information;
- Exceptional savvy in building consensus among diverse constituencies with competing interests in order to further common goals and objectives;
- Strong oral and written communication skills with the ability to deliver clear and effective messages to all stakeholders;
- Ability to align strategic priorities, activities, programs and services with available financial and human resources;
- Understanding and use of technology to advance organizational goals, both in terms of the delivery of services to customers/stakeholders and in advocacy and consumer education efforts to explain the value that pharmacy technicians provide in improving and enhancing medication safety;
- The ability to build effective relationships and manage contract performance with partner consultants and other vendors.

Personal Characteristics and Competencies

The ED/CEO will demonstrate the following personal characteristics and competencies:

- Unquestioned honesty, integrity and ethics;
- Ability to quickly establish credibility with staff, volunteer leadership and diverse stakeholders;
- Passion for and commitment to the profession of pharmacy practice, the pharmacy technician's role in patient care, and for the specific mission of PTCB;
- Inspirational and optimistic demeanor, with the ability to motivate others by effectively articulating the organization's vision as an exemplary role model;
- Politically aware and adept, with the ability to positively influence others' behavior;
- Team-oriented, inclusive, accessible, and a strong listener; actively seeks input from a variety of sources as part of the decision-making process, then acts decisively, confidently and timely;
- Effective, responsive and results-oriented in overseeing daily operations and in implementing Board decisions;
- Action-oriented with the ability to establish and meet ongoing measures of success in order to advance PTCB's programs;
- Open to working with and learning from others who have skill sets different from his/her own;
- Attentive to daily operations and follow-through, ensuring that planned activities and ongoing administrative functions are carried out effectively and by deadline; ensures infrastructure is maintained to facilitate effective operations;
- Organized, energetic and skillful at managing time and diverse responsibilities.

Measures of Success

The ED/CEO's success in the position will be measured by demonstrated progress in the following areas:

- Successfully integrates into the culture of the organization;
- Ensures consistent improvement and evolution of programs and services;
- Effectively articulates organization's mission and vision to public and private sectors, partners, and related organizations;
- Assures effective governance of the organization through a constructive relationship with the Board of Governors;
- Affects innovation and diversification of PTCB's services, programs and products;
- Maintains financial strength and stability of PTCB;
- Establishes quality, constructive relationships with staff and leads decisively;
- Increases, solidifies and promotes the profile of CPhTs as an integral part of the health care team;
- Maintains and enhances a positive personal and organizational reputation among other pharmacy and certification leaders and organizations;
- Establishes consensus and productive partnerships relative to key initiatives; and
- Meets *Key Success Measures* outlined in PTCB strategic plan.

***This search is being conducted by Julie Goodyear of Goodyear Executive Search.
To apply, please send a letter of interest and resume to:***

Julie Goodyear
jgoodyear@goodexecsearch.com
240-515-4448