

Position Title	Dispensary Assistant
Department	NIIM Dispensary
Reporting to	Dispensary Lead
Responsible for	Reporting to the Dispensary Lead - daily operations of stock inventory, dispensary administration duties and retail customer service including unpacking stock, stock rotations on shelves, filling and packing online/phone orders for postage, making tea, compounding herbal liquid blends, price updates, entering batch numbers on herbs, checking for expired stock, adding new products and archiving products in PBSA, shopify updates, sales orders, POS reconciliations.

Our Core Values

At the heart of National Institute of Integrative Medicine (NIIM) there are four core values: Respect, Integrity, Care and Courage. These values guide everything we do and direct us towards our mission to 'Empower People and Transform Healthcare'. Recognising that individuals should have access to health information and an integrative holistic health care service, that will enable them to manage their own healthcare.

At a community level we provide health education and research to advance the understanding and value of integrative medicine, to promote health literacy, early intervention and improved disease management at a population level.

Position Function

As part of the Dispensary team, the Dispensary Assistant supports the Dispensary lead and Dispensary Naturopaths in growing our market share.

This position will have responsibility for assisting the Naturopathic services associated with the running NIIM Dispensary, including filling prescriptions, point of sale software, information management, policies and procedures, and stock inventory.

Qualifications:

Relevant Tertiary Qualifications

Student or recent graduate of BHSC complementary medicine, naturopath, or nutritionist

Skills, Knowledge and Experience

- High level of customer service skills required
- Knowledge of the healthcare environment and complementary medicine highly regarded.
- Experience providing naturopathic consultations for the walk-in customers highly regarded, but not essential
- Proficient in Point of Sale (POS) systems highly regarded
- Proficiency in numerous computer programs inc Outlook, MS Word, Excel
- Excellent written and verbal communication skills and a professional telephone manner
- The ability to build a shared understanding of, and commitment to the organization's mission and values.

Major Competencies

- Proven problem-solving skills, and ability to think laterally, operationally and strategically
- Capability to quickly grasp new concepts and ideas
- Ability to work independently and collaboratively
- Excellent time management skills
- Experience in a healthcare setting and communicating with health care professionals and an understanding of client confidentiality is desired
- Act cooperatively, friendly and fairly to promote harmony in the workplace

Tasks and Responsibilities

Operational Duties

- Work closely with the dispensary Naturopaths to provide a responsive and effective dispensary service to NIIM patients.
- Opening/ closing the Dispensary
- Assisting Dispensary team to make tea & herbal liquid blends
- Providing naturopathic consultations for the walk-in customers (If qualified)
- Admin duties - price updates, entering batch numbers on herbs, entering incoming goods, monitoring inbox, shopify updates, sales orders, POS reconciliations
- Report complaints to Dispensary Lead

Stock Management

- Filling and packing online/phone orders for postage
- Unpacking products, stocking shelves, checking for expired stock, adding new products and archiving products in PBSA

Customer Service & Sales

- Deliver exceptional customer service to patients/customers and practitioners.
- Always put the patient/customer, practitioner first.
- Demonstrate a mindset of growth in sales and customer service

Quality Control and WHS Systems

- Comply with infection control policies and procedures
- Maintain a safe work environment in accordance with occupational health and safety policies and procedures
- Apply and uphold the principles of a respectful, inclusive and diverse workplace, free from discrimination, harassment and bullying.

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NIIM Dispensary Manager

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Date

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NIIM Dispensary Assistant

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Date