

**POSITION SPECIFICATION – EXTERNAL
Fixed term 12 months contract**

POSITION	: ChroniLine Pharmacist Assistant
DEPARTMENT	: ChroniLine
REPORTS TO	: Manager: Contact Centre & ChroniLine
APPLICATIONS TO	: ChroniLine Pharmacist Assistant – Fill out form
CLOSING DATE	: 30 April 2026

Job Summary

- To do clinical authorizations on various benefit types e.g., chronic, oncology, HIV rules etcetera for members of the medical schemes
- To implement and maintain Medical Scheme rule changes as and when they occur

Key Performance Areas:

Responsibilities include, but are not limited to:

Medicine authorisations

- Receives application via email or telephone and capture data on ChroniLine system

Medicine authorisations

- Receives application via email or telephone and capture data on ChroniLine system
- Apply scheme rules and protocol
- Complete authorization and provide feedback depending on method application received
- Ensure all information is noted on the ChroniLine system and filed as per SOP by completion of the authorisation
- To escalate applications to pharmacists or medical advisor's team in order to facilitate medicine authorisations within SLA requirements

Queries

- Explain medical scheme rules to doctors, pharmacists, members of medical schemes and other parties in a courteous, professional manner.

Ad hoc projects

- Compile documentation for medical schemes
 - Assist with scheme take-on's if required
- Assist departmental head, as and when requested, with other functions within the Managed Care department.

Experience and Qualifications required

- At least one year retail experience
- Previous authorisation experience will be an advantage
- **Minimum qualifications:** Post-basic certificate: Pharmacists assistant or Pharmacist technician certificate
- **Licences:** Registered at South African Pharmacy Council (SAPC)

Knowledge and Attributes required

- Sound knowledge of Drug Utilization Review
- Up to date medical knowledge
- Medical aid background
- Knowledge of scheme rules and the application thereof
- Computer literacy - Good computer skills
- Good telephone skills
- Good verbal and written communication skills
- Ability to converse confidently with all healthcare professionals
- Results orientated and ability to meet deadlines
- Ability to handle pressure and difficult or aggressive situations
- Attention to detail
- Team player and project oriented
- Ability to make decisions
- Pro-active, own initiative and creativity

Working Hours

- The operating hours are Monday to Fridays from 07:30 to 19:00.
- The appointment will be on a flexi schedule of eight hours per day, Monday to Friday with a thirty-minute lunch break. You will also be required to work an additional 30 minutes according to a schedule and will be given time off in lieu.
- Shifts are compulsory and will be scheduled according to operational requirements.

Recruitment will be done as per Company EE plan.