



**WE ARE**

A pharmacy innovation company

**OUR STRATEGY**

Reinventing pharmacy

**OUR PURPOSE**

Helping people on their  
path to better health

**OUR VALUES**

Innovation  
Collaboration  
Caring  
Integrity  
Accountability



## Who We Are:

As the **largest pharmacy health care provider** in the United States, we understand the importance of your **passion and dedication**.

That's why we're proud to offer you **career opportunities** that span the entire spectrum of pharmacy.

- **CVS/pharmacy**

- **CVS/caremark**

- **CVS/minuteclinic**

- **CVS/specialty**

# CVS/pharmacy

- The retail division of CVS Health
- America's leading retail pharmacy with more than **7,800 CVS/pharmacy and Longs Drugs stores.**
- CVS/pharmacy is reinventing pharmacy to help people on their path to better health by **providing the most accessible and personalized expertise**, both in its stores and online at CVS.com. **26,000 CVS pharmacists**
- CVS/pharmacy sells a wide assortment of **general merchandise**
- Our loyalty card program, **ExtraCare®**, is **the largest retail savings and rewards program with more than 70 million active member households.**



# CVS/caremark

- **The pharmacy benefit management (PBM) division of CVS Health**
- **Mail service** pharmacy offerings
- **Plan design and administration**
- **Formulary management**
- **Discounted drug purchase arrangements**
- **Medicare Part D services**
- **Retail pharmacy network management services**
- **Clinical services and disease management services.**



# CVS/minuteclinic

- The **retail medical clinic** division of CVS Health
- **Leading** retail medical clinic **provider in the United States.**
- Launched the first retail medical clinics in the United States in 2000
- Has more than 1000 **locations in 31** states and the District of Columbia.
- **Access to high-quality medical treatment** easier for more Americans.
- Nationally, the company has provided care through **24 million patient visits**, with a 95% customer satisfaction rating.



# CVS/specialty

- The specialty pharmacy division of CVS Health
- Includes our **specialty management services**, Accordant, Novologix, Coram and specialty pharmacy services for patients who require treatment for rare or complex conditions.
- Drug therapy** management and dispensing services
- Customized support and counseling** to help ensure appropriate and safe medication use and achieve positive health outcomes
- Disease education and therapy counseling**
- Benefits verification**, coordination of care with multiple health care providers
- Comprehensive **patient education and adherence management.**





# Our Benefits

## HEALTH BENEFITS

- Medical
- 401 k
- Retirement
- Dental Plan
- Life Scope For You EAP
- Vision Plan

## YOUR REWARDS@WORK STATEMENT

### TRAINING, PERFORMANCE AND CAREER

- COMPASS
- Educational Assistance
- LEARNet
- STARSource

## RECOGNITION AWARDS

- myServiceAward
- Values in Action Recognition Program

## COMPENSATION

- Compensation history
- Pay & Taxes

## OTHER BENEFITS

- AFLAC Supplemental Plans
- Auto & Home Insurance
- Life and Disability Insurance
- Legal Services Plan
- Long-Term Care (LTC)
- myLeave
- Transportation Benefit

## DISCOUNTS AND ADDITIONAL OFFERINGS

- Bank at Work Program
- Cultural Care Au Pair
- DAWGS Footwear
- Employee Discount Program
- GE Store
- Vehicle Discounts
- Sherwin Williams
- The Discount Center
- University Partners
- Vehicle Discounts
- Wireless Services Program

## LIFE EVENTS

- Birth or Adoption
- Bereavement
- Divorce
- Loss of Dependent Status
- Marriage

# How we learn more about you!

- Online Application
- Virtual Job Tryout
- Interview





# The competencies we are looking for in you!

- Superior Customer Service
- Team Oriented Behavior
- Ability to delivers results and drive sales
- Understands and Follows Procedures
- Shows Stability
- Embraces Technology



# The traits we are looking for!

**Empathy**

**Curiosity**

**Perseverance**

**Integrity**

**Confidence**

 **CVS**Health



# Online Application





# Online Application

<http://jobs.cvshealth.com/>

About Us   Our Business   Social Responsibility   Research & Insights   **Careers**   Newsroom   Investors   Contact

**CVS**Health   in

At the heart of your story is the profound and wide-reaching impact that's possible when you choose to reinvent your career with the company that's reinventing pharmacy.

Jobs by Category   Jobs by Location   Jobs by Group   Jobs by Map

OVERVIEW   CORPORATE   DISTRIBUTION CENTER   INTERNSHIPS   NURSES   PHARMACISTS   PHARMACY TECHNICIANS   RETAIL STORE

It begins when you feel the inspiring weight of our promise. When you find yourself part of a team unified in purpose and goal. When our values resonate in the work you do, the connections you make and the communities you enrich.

# Online Application

OVERVIEW CORPORATE DISTRIBUTION CENTER INTERNSHIPS NURSES PHARMACISTS **PHARMACY TECHNICIANS** RETAIL STORE

## Search Jobs

[Advanced Search](#)

## SHARE US



## JOB ALERTS - SIGN UP OR SIGN IN

## LEARN MORE

[Who We Are](#)

[What We Offer](#)

[Diversity](#)

[Our Business](#)

[Having Trouble Applying?](#)

## Pharmacy Technicians Jobs

### Retail Store

Pharmacy Technicians play a significant role at CVS/pharmacy as they are often the first interaction a customer has within the pharmacy. We offer a number of positions for all skill levels within the pharmacy team and provide education and training so that team members can keep their skills up-to-date.

[Pharmacy Technician - Retail Store Jobs »](#)

### Call Center

The Retail Pharmacy Customer Care Center team is made up of Pharmacists, Pharmacy Technicians, and Customer Service Representatives. This team supports our stores and customers by handling phone inquiries, refills, clinical questions, and other pharmacy related requests in order to allow our retail pharmacy teams to spend more time assisting our retail customers and provide the one-on-one service our customers deserve.

### Pharmacy Benefit Management

At CVS Health, Pharmacy Technicians have multiple opportunities ranging from managing prescription entry, clinical care, physician and participant outreach, to assisting with filling/dispensing and packaging at our mail and specialty mail facilities. We offer a variety of positions based on our operation facilities, shift options and full or part-time schedules. Most positions require either state or national certification, while others offer training opportunities in order for team members to acquire their certification.

[All Pharmacy Technician Jobs »](#)

# Online Application

## Search Jobs

[Advanced Search](#)

## SHARE US



## JOB ALERTS - SIGN UP OR SIGN IN

## LEARN MORE

[Who We Are](#)

[What We Offer](#)

[Diversity](#)

[Our Business](#)

[Having Trouble Applying?](#)

Jobs by Category

Jobs by Location

Jobs by Group

Jobs by Map

Job Title

Location

Job ID

filter by job title




filter by job location

GO

RESET

Certified Pharmacy Technician Rx Call Center	Cumberland, RI	139994BR
Pharmacy Service Representative Specialty Mail	Mount Prospect, IL	196916BR
Pharmacy Technician Infusion Malvern PA	Malvern, PA	234126BR
Pharmacy Technician Specialty Pharmacy	Seattle, WA	218325BR
Pharmacy Technician Specialty Pharmacy	San Antonio, TX	227399BR
Pharmacy Technician Tech II	San Antonio, TX	221763BR
Pharmacy Technician Tech II Pharmacy Front End	Pittsburgh, PA	189865BR
Pharmacy Technician Tech II Pharmacy Front End	Pittsburgh, PA	226156BR
Pharmacy Technician Dispensing	Mt. Prospect, IL	227493BR
Pharmacy Technician Dispensing	Mt. Prospect, IL	227495BR
Pharmacy Technician I Pharmacy Front End	Honolulu, HI	231071BR
Pharmacy Technician II Front End	Phoenix, AZ	230060BR
Pharmacy Technician Shipping	Mt. Prospect, IL	232035BR
Pharmacy Technician Specialty Mail	Monroeville, PA	195421BR

# Online Application

[> Return to Search CVS Caremark Jobs](#)

[Home](#)    [Search openings](#)    [Search results](#)    [Job details](#)   [? Help](#)

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### Job details

Job 1 of 1

<b>Title</b>	Pharmacy Technician, Specialty Pharmacy
<b>Req ID</b>	218325BR
<b>Business Area</b>	CVS Caremark
<b>Job Category</b>	Pharmacy Technician
<b>Position Summary</b>	<p>Exciting opportunity for a Pharmacy Technician in the specialty pharmacy to excel in a complex, high impact customer service role and positively impact the lives of others. Responsibilities include data entry for new and refill prescription orders, accurately including calculation of doses, assignment of directions and accepting proper insurance payment, as well as resolving basic insurance issues. The ideal candidate will possess high levels of reliability, accuracy, professionalism, customer focus, team orientation and problem solving abilities.</p> <p>We offer a competitive benefit package including vacation, 10 holidays per year, health/dental/vision insurance, employee discounted stock purchase program, 401K, tuition reimbursement, and 20-30% employee discount at all CVS stores, understanding of third party billing and prior authorization.</p>
<b>Required Qualifications</b>	<p>*WA state pharmacy tech license *PTCB or other nationally recognized certification *Minimum 2 years pharmacy technician or other related experience</p>
<b>Preferred Qualifications</b>	*Specialty pharmacy experience is preferred but not required



# Virtual Job Tryout







# Virtual Job Tryout

The Virtual Job Tryout is an online, pre-hire assessment that applicants complete as part of the application process. It was developed based on:

- An extensive analysis of the jobs and associated tasks in order to identify the capabilities that lead to success
- A study of the relationship between assessment scores and manager ratings and performance metrics

## **Retail Hourly Roles with a VJT**

1. Store Manager Trainee
2. Shift Supervisor Trainee
3. Clerk/Cashier
4. Beauty Advisor
5. Pharmacy Tech Trainee
6. Photo Lab Technician
7. Beauty Consultant

# Virtual Job Tryout

## **1 Provides Differentiated Customer Service**

Views customers as his/her top priority; treats customers with respect, courtesy, and professionalism at all times; proactively engages customers; makes customers feel valued; actively listens, expresses empathy, and goes above and beyond to address the customers' needs; consistently demonstrates the myCustomer experience behaviors; keeps emotions in check

INEFFECTIVE INDICATORS	EFFECTIVE INDICATORS
<ul style="list-style-type: none"><li>• Only relates to certain types of people</li></ul>	<ul style="list-style-type: none"><li>• Relates well to all kinds of people; quickly builds rapport</li></ul>
<ul style="list-style-type: none"><li>• Is intimidated by or gets defensive with upset or frustrated customers; takes customer frustration personally</li></ul>	<ul style="list-style-type: none"><li>• Is able to calm angry and frustrated customers; calms or soothes difficult individuals; allows customers to vent</li></ul>
<ul style="list-style-type: none"><li>• Is not a very good listener</li></ul>	<ul style="list-style-type: none"><li>• Asks questions to understand customer interests and needs</li></ul>
<ul style="list-style-type: none"><li>• Tells customers what to do rather than works with them in a consultative manner</li></ul>	<ul style="list-style-type: none"><li>• Quickly responds to customer needs; actively monitors service levels</li></ul>
<ul style="list-style-type: none"><li>• Treats customers as if they are a burden or an annoyance</li></ul>	<ul style="list-style-type: none"><li>• Gives customers full attention; makes customers feel like they are of the highest importance</li></ul>
<ul style="list-style-type: none"><li>• Is unsure or timid in resolving customer issues</li></ul>	<ul style="list-style-type: none"><li>• Is confident and professional when resolving customer issues</li></ul>
<ul style="list-style-type: none"><li>• Lacks empathy for customers' feelings</li></ul>	<ul style="list-style-type: none"><li>• Shows empathy for customers' feelings</li></ul>

# Virtual Job Tryout

## Engages in Team-Oriented Behaviors

Works collaboratively with colleagues throughout the store; demonstrates supportive and inclusive behaviors; openly shares knowledge and information; lends assistance as needed

INEFFECTIVE INDICATORS	EFFECTIVE INDICATORS
<ul style="list-style-type: none"><li>• Works best alone</li></ul>	<ul style="list-style-type: none"><li>• Works best in teams; is supportive and helpful</li></ul>
<ul style="list-style-type: none"><li>• Shows limited support of team efforts</li></ul>	<ul style="list-style-type: none"><li>• Acknowledges the contributions of others</li></ul>
<ul style="list-style-type: none"><li>• Rarely praises colleagues for their contributions</li></ul>	<ul style="list-style-type: none"><li>• Builds lasting working relationships</li></ul>
<ul style="list-style-type: none"><li>• Does little to improve team relationships</li></ul>	<ul style="list-style-type: none"><li>• Tries to encourage people to work together</li></ul>
<ul style="list-style-type: none"><li>• Unwilling to help others unless there is a clear reward</li></ul>	<ul style="list-style-type: none"><li>• Assists team members without being asked to do so</li></ul>
<ul style="list-style-type: none"><li>• Rarely communicates with the team; isolates himself/herself from others</li></ul>	<ul style="list-style-type: none"><li>• Shares information, new learnings, etc. with teammates</li></ul>
<ul style="list-style-type: none"><li>• Puts his/her work before the team</li></ul>	<ul style="list-style-type: none"><li>• Balances his/her work with that of the team</li></ul>

# Virtual Job Tryout

## Delivers Results / Drives Sales

Drives self and others to achieve high levels of performance; maintains high levels of productivity throughout the day; helps drive front store and/or department sales; uncovers customer wants and needs; answers customer questions about products; makes product recommendations

INEFFECTIVE INDICATORS	EFFECTIVE INDICATORS
<ul style="list-style-type: none"><li>• Misses details or makes errors as a result of taking shortcuts</li></ul>	<ul style="list-style-type: none"><li>• Is thorough and accurate; ensures the best approach is used for his/her work</li></ul>
<ul style="list-style-type: none"><li>• Often has to repeat tasks to get the job done right</li></ul>	<ul style="list-style-type: none"><li>• Gets work right the first time</li></ul>
<ul style="list-style-type: none"><li>• Does not always follow through with commitments; pushes responsibility onto someone else</li></ul>	<ul style="list-style-type: none"><li>• Consistently delivers on commitments; takes personal responsibility for producing high-quality work</li></ul>
<ul style="list-style-type: none"><li>• Does not ask for assistance or overlooks information needed to produce high-quality work</li></ul>	<ul style="list-style-type: none"><li>• Asks for help, guidance, or information needed to produce high-quality work</li></ul>
<ul style="list-style-type: none"><li>• Struggles to concentrate on the task at hand; becomes distracted easily</li></ul>	<ul style="list-style-type: none"><li>• Easily stays focused on the task at hand; minimizes the effect of distractions</li></ul>
<ul style="list-style-type: none"><li>• Uses only a limited range of sales techniques</li></ul>	<ul style="list-style-type: none"><li>• Uses a wide range of sales techniques</li></ul>
<ul style="list-style-type: none"><li>• Needs help in selling or convincing customers to make a purchase</li></ul>	<ul style="list-style-type: none"><li>• Has a track record of sales success and changing others' view</li></ul>
<ul style="list-style-type: none"><li>• Not as persuasive as others</li></ul>	<ul style="list-style-type: none"><li>• Presents key selling points persuasively</li></ul>

# Virtual Job Tryout

## **4** Follows Procedures

Follows rules, policies, and procedures; demonstrates a history of good attendance and reliability; adheres to work schedules; adapts to change; learns quickly; stays up-to-date on all policies and procedures

INEFFECTIVE INDICATORS	EFFECTIVE INDICATORS
<ul style="list-style-type: none"><li>Relies on intuition instead of checking for updated information or asking for clarification of unclear policy</li></ul>	<ul style="list-style-type: none"><li>Asks for clarification when policy is unclear; seeks to understand policy before providing information to others</li></ul>
<ul style="list-style-type: none"><li>Occasionally bends the rules</li></ul>	<ul style="list-style-type: none"><li>Consistently respects policies and procedures</li></ul>
<ul style="list-style-type: none"><li>Questions the need for certain policies, rules or regulations</li></ul>	<ul style="list-style-type: none"><li>Accepts the need for rules and regulations</li></ul>
<ul style="list-style-type: none"><li>Shares sensitive or confidential information with those who are not authorized</li></ul>	<ul style="list-style-type: none"><li>Maintains appropriate levels of privacy and confidentiality</li></ul>
<ul style="list-style-type: none"><li>Conceals or downplays mistakes</li></ul>	<ul style="list-style-type: none"><li>Admits mistakes and takes action to avoid repeating them</li></ul>
<ul style="list-style-type: none"><li>Is willing to look the other way rather than call attention to compliance issues</li></ul>	<ul style="list-style-type: none"><li>Effectively confronts people with regard to compliance issues</li></ul>
<ul style="list-style-type: none"><li>Has a history of poor attendance and tardiness</li></ul>	<ul style="list-style-type: none"><li>Has a history of good attendance and shows up to work on time</li></ul>

# Virtual Job Tryout

## 5 Stability

Demonstrates a stable prior work history and desire to work in this environment; previous experience suggests this individual is unlikely to be a tenure risk

INEFFECTIVE INDICATORS	EFFECTIVE INDICATORS
<ul style="list-style-type: none"><li>Stayed with previous employer for less than 1 year</li></ul>	<ul style="list-style-type: none"><li>Stayed with previous employer for 5+ years</li></ul>
<ul style="list-style-type: none"><li>Has held numerous jobs in the last 3 years</li></ul>	<ul style="list-style-type: none"><li>Has held 1-2 jobs in the last 3 years</li></ul>
<ul style="list-style-type: none"><li>Longest tenure with any employer is less than or equal to 1 year</li></ul>	<ul style="list-style-type: none"><li>Longest tenure with any employer is 5+ years</li></ul>
<ul style="list-style-type: none"><li>Has quit a job before obtaining a new position</li></ul>	<ul style="list-style-type: none"><li>Finds a new job before leaving her/his current job</li></ul>
<ul style="list-style-type: none"><li>Knows little about CVS and the Colleague role; wants to work at CVS for a short period of time</li></ul>	<ul style="list-style-type: none"><li>Has in depth knowledge of CVS and the Colleague role; wants to build a career at CVS</li></ul>




# Virtual Job Tryout

**CVS/pharmacy**

Clerk/Cashier Virtual Job Tryout®


Check Your Inventory

Page 1 of 3



**PAPER TOWELS**  
 Product Number: 6948328388  
 List Price: \$1.52  
 Sale Price: \$1.25  
 Shelf Location: A2049

**DETERGENT**  
 Product Number: 2759483223  
 List Price: \$1.69  
 Sale Price: \$1.35  
 Shelf Location: A2028



**CLEANER**  
 Product Number: 3849550721  
 List Price: \$3.35  
 Sale Price: \$3.09  
 Shelf Location: C4048

### Verification

MATCH
ERROR

Paper Towels			
Number of Units	7	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Product Number	6948328388	<input type="checkbox"/>	<input type="checkbox"/>
Sale Price	\$1.52	<input type="checkbox"/>	<input type="checkbox"/>
Shelf Location	A2049	<input type="checkbox"/>	<input type="checkbox"/>
Detergent			
Number of Units	8	<input type="checkbox"/>	<input type="checkbox"/>
Product Number	2759483223	<input type="checkbox"/>	<input type="checkbox"/>
Sale Price	\$1.35	<input type="checkbox"/>	<input type="checkbox"/>
Cleaner			
Number of Units	11	<input type="checkbox"/>	<input type="checkbox"/>
Product Number	3849550721	<input type="checkbox"/>	<input type="checkbox"/>
Shelf Location	C4048	<input type="checkbox"/>	<input type="checkbox"/>
List Price	\$3.35	<input type="checkbox"/>	<input type="checkbox"/>

Answer the question and click Next to continue.





# Virtual Job Tryout

**CVS/pharmacy**

Clerk/Cashier Virtual Job Tryout®

What Drives You

Page 1 of 28

1 I prefer a job where...

Health and wellness are promoted

or...

I make customers happy

Click the statement that best reflects what you'd prefer in your job. You will then be advanced to the next statement.







# Virtual Job Tryout

**CVS/pharmacy**

Clerk/Cashier Virtual Job Tryout®

Tell Us Your Story

Page 1 of 14

1 How much experience do you have working in retail?

- None
- Less than 6 months
- 6 months-1 year
- 1-2 years
- 2-5 years
- 5-10 years
- More than 10 years

2 How much merchandising experience do you have?

- None
- Less than 6 months
- 6 months-1 year
- 1-2 years
- 2-5 years
- 5-10 years
- More than 10 years

Answer all of the questions and click Next to continue.



Exit



Help



Pause



Replay



Back



Next



# Virtual Job Tryout

## **What should I do if a candidate reports experiencing technical issues while completing the VJT?**

If a candidate reports having computer issues while completing the VJT, direct him/her to contact VJT tech support at **1-877-987-5352**. Tech support will then review the candidate's session information to determine if there were technical issues and whether a reset is warranted. NOTE: This phone number is only for VJT technical support. Agents cannot assist with job application status or career page issues.

## **How can a candidate request an accommodation?**

A candidate can contact the Shaker Help Desk at **1-877-987-5352** to request an accommodation (8 AM to 8 PM EST, 7 days a week).

The following versions of the VJT are available to all applicants without contacting the Shaker Help Desk:

English audio and text versions

Spanish audio and text versions



# Interview





# Interview

**Application** Confirmation (Below is an example of what you will receive after successfully applying!)

*Print this!*

*A system-generated candidate reference number has been created for you and may be useful to keep for your records. Your candidate reference number is: **156290***

*Add Your name and contact info here!*



# Next Steps

- **COVER LETTER**

- Be specific to the position you are applying for
- Use traits and competencies to show you are the right fit
- Should have an electronic file so it can be uploaded into the application
- Resume
- Should complement the above traits and competencies
- Should have an electronic file so it can be uploaded into the application

- **CONTACT DETAILS**

- Phone
- Address
- Email

- **EXPERIENCE**

- Employer
- Position Held
- Start Year (Avoid Gaps in Employment)
- End Year
- Most Recent (Y/N)
- Should reference the above traits and competencies from past employment
- Education

- **EDUCATIONAL INSTITUTION**

- Degree
- Area of Study
- End Year
- GPA
- Most Recent (Y/N)
- Should reference some the above traits and competencies