

Dose of Knowledge



CAREER PROFILE

Pharmacy Operations Manager^{1,2}

Who are they?

Pharmacy operations managers are usually considered as members of the overall corporate management team.

They resolve issues in the company by collaborating with pharmacy support teams, interdisciplinary teams, product innovation teams, professional practice, human resources, medical staff, and insurance companies.

They are often a diverse group of industry colleagues who partner together to ensure patient safety, regulatory affairs, decision-making processes, drug class reviews, and quality improvement.

Responsibilities of these various managers might include:

- Planning multi-year strategic Information Technology (IT) projects for the Pharmacy organization.
- Managing pharmacy capital and operational budgets, finding and unlocking synergistic opportunities for growth, new projects, and applying resources as needed.
- Leading the invoice process for internal and external clients of Retail Pharmacy products and services. Or, they might be an agile expert and advocate, leading partners to identify growth opportunities more efficiently.

What do they do?

The pharmacy operations manager is responsible, along with other corporate teammates, for the leadership and strategic operations of the company.

They must understand the overall vision and help others see it too by guiding partners to find more efficient processes.

Often, they create presentations for complex project/portfolio subject matter for executive leadership, sponsors, business partners, and store staff. This includes facilitating the process of IT project timing and implementation, ensuring that all required materials are submitted, including vision statements, capabilities, project plans, and change requests.

Working with their teams, they determine best practices and metrics for prioritizing work, establish timelines, and ensure good communications across Pharmacy leadership.

How do I become one?

Previous experience as a manager, supervisor, or other corporate operations role is preferred.

Job Outlook

- Overall employment of corporate operational managers is projected to grow 3% through 2032, about as fast as the average for all occupations.
- About 311,600 openings for corporate operations managers are projected each year, on average, over the decade.

Salary Range

- The median annual wage for a corporate operations role is \$159,330. The salary range typically falls between \$150,160 and \$173,430.
- The lowest 10% earn less than \$46,340, and the highest 10% earn more than \$232,110.

Education/Training

A PharmD or Bachelor of Science degree in pharmacy from an accredited college or university is highly desired.

1 <https://www.bls.gov/ooh/healthcare/pharmacists.htm>

2 <https://jobs.cvshealth.com>