



## **PQA POSITION DESCRIPTION**

**Title:** Director, Pharmacy Quality Recognition Program (PQRP)

**Supervisor:** Vice President, Quality Innovation

**FLSA Classification:** Full-time; Exempt

**Location:** Alexandria, VA (hybrid) / Remote

### **About PQA**

The Pharmacy Quality Alliance, PQA, is a national quality organization dedicated to improving medication safety, adherence, and appropriate use. A measure developer, researcher, educator, and convener, PQA's quality initiatives support better medication use and high-quality care. A non-profit organization with 175 diverse members across healthcare, PQA is a unique alliance in healthcare. It brings pharmacies, health plans, health care providers, pharmacy benefit managers, biopharmaceutical companies, technology vendors, government agencies, and others together to build consensus and collaborate to improve medication use quality.

### **POSITION OVERVIEW:**

The PQRP Director is responsible for the end-to-end operational management, implementation, and continuous improvement of the Pharmacy Quality Recognition Program (PQRP). This role ensures program integrity, operational excellence, and alignment with PQRP standards, policies, and strategic objectives. The Director oversees the recognition life cycle, engages and supports participating pharmacies, coordinates reviewers, manages platform workflows, drives continuous quality improvement, and works collaboratively across PQA departments to achieve goals.

### **RESPONSIBILITIES:**

- Manage the full PQRP recognition life cycle, including registration, submission, review, decisioning, recognition, and annual continuation
- Serve as the primary operational point of contact for participating pharmacies and other stakeholders
- Oversee PQRP platform workflows, submission surveys, evidence management, attestations, and reviewer tools
- Coordinate reviewer assignments, virtual review logistics, scoring workflows, and quality assurance processes
- Manage recognition determinations, decision communications, and public directory updates
- Monitor program metrics and identify opportunities for operational and quality improvement

- Support identification and implementation of program updates and new concepts
- Collaborate with PQA's Operations team on PQRP platform enhancements, system integrations, data management needs, and reporting capabilities
- Contribute to the PQRP annual budget, including revenue projections and expense planning, and monitor program financial performance against budget
- Assist with developing and adhering to best practices, standard operating procedures, and team operational guidelines
- Ensure adherence to PQRP policies, SOPs, timelines, and confidentiality and compliance requirements
- Lead stakeholder communication and coordination related to PQRP in partnership with PQA's Communications team as part of the program's broader communications and marketing strategies
- Cultivate external relationships with key member and stakeholder organizations, including community pharmacies and payers, to increase education, awareness, and participation in the PQRP
- In partnership with PQA's Education and Communications teams, develop programming and deliver presentations related to PQRP through PQA's channels and events, and programs hosted by relevant external organizations
- Contribute to a supportive and healthy team culture through communication, behaviors, and workplace practices that match the organization's values and mission
- Other duties as assigned

## **QUALIFICATIONS AND EXPERIENCE:**

### **Minimum Job Qualifications and Skill Sets**

- Bachelor's degree in healthcare administration, public health, business, informatics, or a related field
- Minimum of three (3) years of experience in community pharmacy, healthcare program management, quality improvement, accreditation, or recognition programs
- Deep knowledge of the operations, clinical programs, and business approaches of community pharmacies
- Knowledge of value-based care models, quality measurement, and healthcare operations
- Strong verbal and written communication skills
- Ability to articulate and translate complex and technical concepts to a wide variety of individuals and audiences
- Self-driven and motivated to learn, seek out opportunities and challenges, and recommend solutions.
- Ability to perform independently in a fast-paced environment under general supervision.
- Collaborative mentality and supportive approach as a member of the PQA team.
- Highly organized, efficient, and detail-oriented
- Committed to excellence, standards, and high-quality results
- Proficiency with the use of Microsoft 365 applications, including Outlook, SharePoint, Teams, and PowerPoint

## **Preferred**

- Advanced degree (PharmD, MPH, MHA, MBA, or equivalent)
- Experience managing innovative programs and projects with external stakeholders
- Experience working with pharmacies on quality improvement programs and initiatives or recognition/accreditation initiatives
- Familiarity with health information technology platforms, interoperability concepts, and data governance
- Experience supporting virtual reviews or standards-based evaluations

## **WORK AUTHORIZATION:**

Applicants must be authorized to work in the U.S. without employer sponsorship. Visa sponsorship is not available for this role.

## **WORK ENVIRONMENT AND PHYSICAL DEMANDS:**

The work environment characteristics and physical demands described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Standard office environment
- Employee is regularly required to stand, sit, talk, hear and use hands and fingers to operate a computer and telephone.
- Close vision requirements due to computer work

## **TRAVEL:**

Occasional travel to attend the PQA Annual Meeting, Leadership Summit, and internal team meetings.

## **APPLY:**

Interested candidates should submit a letter of interest accompanied by a resume or curriculum vitae to [careers@PQA.org](mailto:careers@PQA.org). Please include your salary requirement in your cover letter. This will help us ensure alignment early in the hiring process.

***This job description does not imply that the stated requirements are the only expectations for the job. Incumbents are expected to perform any other duties that may be assigned. PQA has the right to revise this job description at any time. PQA is an “at-will” employer and as such, neither this job description nor your signature constitutes any form of contractual agreement between you and PQA.***

## **EEO Statement**

PQA is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation based on the following protected classes: age (40 and older), race (including traits historically associated with race, which includes hair texture, hair type, and protective hairstyles such as braids, locks, and twists), color, national origin, ancestry, religion (including any outward expression of religious faith, which includes adherence to religious dressing and grooming practices and carrying or displaying religious items or symbols), sex, sexual orientation (including transgender status, gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), physical or mental disability, genetic information (including testing and characteristics), marital status, military status (including status as a uniformed servicemember, a veteran, or dependent of a servicemember), or any other status protected by federal, state, or local laws. The Organization is dedicated to the fulfillment of this policy in regard to all aspects of employment, including, but not limited to, recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.