

Pharmacy Leader Interview Questions & Rubric

This guide provides structured interview questions and scoring rubric to help evaluate candidates for the role of Pharmacy Leader. Questions are grouped by competency areas, with a rubric included at the end for consistent evaluation.

LEADERSHIP & TEAM MANAGEMENT

- Can you describe your leadership style and how you adapt when managing different team members?
- Tell me about a time you had to address a performance issue with a technician or pharmacist. How did you handle it?
- How do you build trust and maintain morale within your team during periods of high stress or change?
- What strategies do you use to coach or mentor staff for professional growth?

OPERATIONS & WORKFLOW MANAGEMENT

- How do you prioritize and manage daily pharmacy operations while ensuring compliance and safety?
- Describe your experience with inventory control, including handling drug shortages and minimizing waste.
- What technology or automation tools have you used to improve pharmacy workflow or reduce errors?

REGULATORY COMPLIANCE & SAFETY

- How do you ensure the pharmacy remains compliant with state and federal regulations, including controlled substances handling?
- Tell me about a time your team experienced a near-miss or medication error. What steps did you take afterward?
- How do you stay updated on changes in pharmacy law or accreditation requirements?

INTERPERSONAL & COMMUNICATION SKILLS

- How do you handle conflicts between staff members or with other departments?
- Describe how you communicate expectations and performance feedback to your team.

- How do you ensure effective communication across pharmacists, technicians, and healthcare providers?

STRATEGIC THINKING & INNOVATION

- What improvements or innovations have you implemented in a previous pharmacy role? What impact did they have?
- Where do you see pharmacy practice evolving in the next five years, and how would you prepare your team?
- Tell me about a time a project faced a significant obstacle. What was your solution, and how did you adapt your strategy?

PHARMACY LEADER INTERVIEW RUBRIC

- **Excellent (4 points):** Provides a detailed account of experiences. Includes specific examples. Proactively leads with confidence and insight.
- **Good (3 points):** Describes relevant experiences with a few examples. Demonstrates capability with minor gaps.
- **Average (2 points):** Mentions basic experiences but lack specific details or examples. Shows moderate skill but lacks consistency.
- **Poor (1 point):** Expresses limited ability or understanding in this area or gives a vague response with little to no detail.

TIPS FOR USING THE RUBRIC

- **Consistency:** Use the same rubric for all candidates to ensure a fair evaluation process.
- **Examples:** Look for specific examples in candidates' responses to gauge their experience and problem-solving abilities.
- **Depth of Knowledge:** Evaluate not only what the candidates know but how they apply their knowledge in real-world scenarios.
- **Adaptability:** Feel free to adjust the questions and rubric based on the specific needs of your pharmacy and the role you're hiring for!

Pharmacy Leader Interview Rubric

Candidate Name: _____

Date: _____ Interviewer: _____

QUESTION RESPONSES					
Question Categories	Excellent (4 Points)	Good (3 Points)	Average (2 Points)	Poor (1 Point)	Notes
Leadership & Team Management					
Operation & Workflow Management					
Regulatory Compliance & Safety					
Interpersonal & Communication Skills					
Strategic Thinking & Innovation					
Other					
Totals:					Final Score: