

Duty Statement
Department of Managed Health Care

OFFICE: Office of Administrative Services	EFFECTIVE DATE:
CLASSIFICATION: Office Technician (General)	DATE APPROVED: 05/15/2023
POSITION: 409-621-1138-015	TELEWORK DESIGNATION:
WORKING TITLE: Mail Technician	<i>Office-Centered</i>

DEPARTMENT OBJECTIVE:

The mission of the California Department of Managed Health Care (DMHC) is to protect consumers’ health care rights and ensure a stable health care delivery system. The DMHC accomplishes its mission by ensuring the health care system works for consumers. The Department protects the health care rights of more than 28.4 million Californians by regulating health care service plans, assisting consumers through a consumer Help Center, educating consumers on their rights and responsibilities and preserving the financial stability of the managed health care system.

PROGRAM OBJECTIVE:

The Office of Administrative Services (OAS) is responsible for providing all administrative support services to both internal and external DMHC customers, including human resources, labor relations, training, accounting, budgets, fiscal forecasting, facilities management, business services, contracts, procurement, organizational effectiveness and improvement, business continuity planning policies management, and strategic planning. These services support the health care delivery system by ensuring DMHC program units have the resources, services and tools required to fulfill their duties on a day-to-day basis.

GENERAL DESCRIPTION:

Under the direction of the Staff Services Manager I, Business Services Section, the incumbent performs functions to include centralized and mail support services for the Department’s Business Services Unit (BSU).

TYPICAL DUTIES:

Employee must be able to perform the following duties with or without reasonable accommodation.

PERCENTAGE **JOB DESCRIPTION**

Essential (E)/Marginal (M)

- 40% (E)** Assists in receiving and processing all incoming and outgoing mail. Sorts, opens, and prepares mail for scanning. Scans incoming mail to the various offices within the Department by utilizing Department owned multifunction devices. Appropriately files mail to ensure future access. Monitors department mailbox for outgoing mail to be printed, stuffed, and metered. Ensures equipment is maintained in good working condition. Monitors postage meter account for sufficient funds and submits approval documentation to add funds. Ensures the adequate amount of supplies to run the mail equipment are on hand at all times. Performs daily external mail pick-up and deliveries to outside entities, such as, but not limited to, the post office and other state buildings.
- 25% (E)** Scans various documents, files and records including, but not limited to, Health Plan licenses and applications, contracts and procurements and personnel files utilizing Department owned multifunction devices. Files scanned documents within appropriate shared folders for access by various program staff. Assists offices with scanning and purging various documents based on the Department's Records Retention Schedule. Retrieves Health Plan Files upon request.
- 15% (E)** Responsible for reviewing invoices related to the procurement of goods/services for accuracy and submits to reporting supervisor for approval. Enters purchase order information into computerized system to procure and contract out for the maintenance and rental of all mail equipment, the purchase of supplies associated with operating the mail equipment and contracting out for courier services. Receives supply orders. Compares incoming shipments with identifying information against packing lists, purchase orders or other records; examines incoming shipments for damage or shortages; completes paperwork or forms for documentation to include data entry of packing slip information into receiving software. Communicates orally over the phone and in person. Composes emails, letters and communicates utilizing virtual communication platforms.
- 5% (E)** Interacts with department staff. Retrieves, documents and issues supplies to staff members upon request. Documents equipment type, serial numbers, and asset tag numbers when staff are scheduled to pick up or return equipment.
- 5% (E)** Assists with business service requests, such as, but not limited to, reproduction requests received from department staff for copying, making

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tabs, hole punching, spiral binding, laminating, and placing materials in binders, as well as facility requests to configure conference rooms.

5% (E) Monitors and replenishes stock for office supplies which includes reaching out to gather any specific individual requests. Ensures paper is fully stocked in storage area. Ensures copiers have paper. Checks contents of paper shredder for fullness.

5% (M) Performs a variety of other administrative duties as required, which may include miscellaneous special projects as assigned by management.

SUPERVISION EXERCISED OVER OTHERS:

Does not supervise others but may act as a lead role.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS:

The employee should be familiar with DMHC mission, goals, organizational structure and major work programs. The employee must also have a demonstrated positive attitude and a commitment to conduct business in a professional manner in dealing with the public and department clients and provide quality customer service to all customers, and be able to deal tactfully, professionally and confidentially with all internal and external customers and contacts. In addition, the employee must:

Have the ability to reason logically and use analytical techniques to solve difficult problems; research, understand, interpret and articulate applicable laws, rules and regulations; analyze and apply legal principles and precedents to particular sets of facts; provide clear, concise, and effective written documentation and oral presentation.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS:

The employee may have access to very sensitive and confidential information. Careless, accidental or intentional disclosure of information to unauthorized persons can have far-reaching effects, which may result in civil or criminal action against those involved.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS:

Employees may be required to sit for long periods of time using a keyboard and video display terminal or traveling in a vehicle to other locations; must be able to organize and prioritize their work under deadline situations and adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles; will be involved with sustained mental activity needed for analysis, reasoning and problem solving; must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally; and must be able to work independently. The employee must be able to create/proactively support a work environment that encourages creative thinking and innovation; understand the importance of

good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and, as required, control agencies and other departments.

WORK ENVIRONMENT:

The employee will work in a climate-controlled office under artificial lighting. There will be occasional fluctuations in temperature. The employee will work in a cubicle and will periodically attend meetings and/or training outside of his/her assigned office. The employee will work in and/or visit offices located in a high-rise building accessed through elevators.

POSITION REQUIREMENTS:

This position requires the incumbent maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures regarding attendance, leave, and conduct.

Note: Any business travel reimbursements will be done in accordance with the approved applicable Memorandum of Understanding (MOU).

SIGNATURES:

The statements contained in this duty statement reflect details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.

Employee: I have read and understand the duties listed above and can perform them with/without Reasonable Accommodation (RA). *(If you believe you may require Reasonable Accommodation, please discuss this with the hiring supervisor. If you are unsure whether you require Reasonable Accommodation, inform the hiring supervisor, who will discuss your questions and/or concerns with the RA Coordinator.)*

Supervisor: I have discussed the duties with and provided a copy of this duty statement to the employee named above.

EMPLOYEE NAME (PRINT)		SUPERVISOR NAME (PRINT)	
Employee's Signature	Date	Supervisor's Signature	Date

State of California
Health and Human Services Agency
Department of Managed Health Care
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