

**Department of Consumer Affairs**

## Position Duty Statement

HR-041 (new 7/2015)

<b>Classification Title</b>	<b>Board/Bureau/Division</b>
Office Technician (Typing)	Board of Pharmacy
<b>Working Title</b>	<b>Office/Unit/Section/Geographic Location</b>
Licensing Support Technician	Licensing Unit C / Sacramento
<b>Position Number</b>	<b>Employee Name and Effective Date</b>
632-110-1139-002	

General Statement: Under the general direction of the Staff Services Manager I (SSMI), the Office Technician-Typing [OT(T)] works with the Board of Pharmacy (Board) Licensing Unit. The OT(T)'s primary function is providing support to the analysts by preparing individual and site application files for licensing review and verification. The OT(T) is expected to be knowledgeable of the laws and regulations pertaining to how an individual may qualify for each of these applications and functions independently and as part of a team to ensure the proper licensing of the applications. The OT(T) independently assists the Licensing Unit with various administrative duties and is responsible for mailing individual and/or site licenses, processing duplicate/replacement and returned licenses.

The OT(T) utilizes the Consumer Affairs System (CAS) and the Applicant Tracking System (ATS) in the daily performance of their duties and may use a variety of office equipment and software programs in the normal course of their duties. Duties include but are not limited to, the following:

A. SPECIFIC ASSIGNMENTS [Essential (E) / Marginal (M) Functions]

**60% Provides Support for the Processing of Applications (E)**

Track and prioritize workload of all applications and documentation submitted for each license by entering the application and deficiency mail information into the respective Excel tracking sheet for statistical purposes. Prepare applications for the analyst by assembling applications in order, creating a worksheet, create the label and appropriate license or file number on the outside of file.

Independently review applications to identify the officer/owners to create an electronic ATS record of the officer/owners for the site facility. Perform data entry of the applicant's information and accurately enter the correct qualifying method into ATS. Match incoming mail with corresponding pending files by utilizing ATS and CAS. File and scans incoming mail in pending drawer and network folder. Pull the pending application that corresponds to the deficiency mail to forward to analyst for review. Download email responses along with attachments from applicants responding to deficiency notices. Prepares fingerprint cards to be submitted to the Department of Justice. Query enforcement history of an applicant in CAS and if necessary, update an applicant's record in ATS by typing appropriate codes and pertinent information to place application on Administrative Hold and staple an enforcement route slip on the application. Distribute applications to the appropriate processing desk. (35%)

Prepare and provide file maintenance of the applications for the processing desk which include but is not limited to assembling applications by alphabetizing or numerically organizing the files to process in the correct order, creating the licensing folder, inserting the respective check sheet in the file, placing the appropriate license number or label on the outside of file, prepping applications and deficiency mail to be processed. (10%)

Assist in the preparation of the pharmacist exam graduates and incoming students from the California Pharmacy Schools. Pull intern pharmacist license files to combine with the pharmacist examination application. Pull pharmacist examination applications for when examination scores are received. Prepare applications for scanning, scan appropriate documents and applications to the network for staff and inspectors to access to review. Respond to telephone and e-mail inquiries concerning the status of an application and application processes. Apply specific laws, regulations, office procedures and policies to the application process. Respond in writing to inquiries from applicants who are seeking licensure. Assist with mailing pharmacist wall license certificates to licensees. File applications and licensed files in the appropriate location. Assist with records retention. (10%)

Perform follow-up review of deficient applications to determine the “abandonment” of the application and withdraw application, if appropriate. Ensure the cancellation of existing permits due to non-payment of renewal fees. Perform routine follow ups on Live Scan and fingerprint cards sent to the Department of Justice for applicants. Review and process in conjunction with Enforcement Unit for applicants with disciplinary action, criminal conviction history or unlicensed activity. (5%)

**20% Individual and/or Site Licenses, Duplicate/Replacement and Returned Licenses (E)**

Mail pharmacist wall licenses, retired pharmacist certificates, pharmacist 40–50-year certificates, individual licenses and site licenses. Perform data entry, process and orders duplicate/replacement licenses for all individual and facility licenses. Update personal and address changes to individual license records in CAS and ATS prior to ordering a duplicate or replacement license. Research and resolve returned site licenses by contacting the facility via email and telephone to determine the reason the facility is not receiving mail at the operating location. Track and record status of returned licenses in CAS as well as the respective Excel tracking log. Research reason for returned individual licenses and determine if able to mail back out to licensee.

**10% Provides Licensing Support (E)**

Prepare applications for scanning, scan appropriate documents and applications to the network for staff and inspectors to access to review. Respond to telephone and e-mail inquiries concerning the status of an application and application processes. Apply specific laws, regulations, office procedures and policies to the application process. File applications and licensed files in the appropriate location. Assist with records retention.

**10% Provides Backup to the Front Counter (E)**

Serve as back up to the other office technician licensing desks and reception by providing phone coverage and opening mail.

**B. Supervision Received**

The OT reports directly to and receives the majority of assignments from their direct Licensing SSM I; however, direction and assignments may also come from the Resource Analyst(s), the other Licensing SSMLs; Senior Licensing SSML, Assistant Executive Officer and the Executive Officer.

**C. Supervision Exercised**

None

D. Administrative Responsibility

None

E. Personal Contacts

The OT has daily contact with applicants and licensees regarding routine inquiries for application status and process. The OT has frequent contact with the SSMI, Resource Analyst, and SSII in the processing of licensing applications

F. Actions and Consequences

Failure to properly enter the correct qualifying method may result in an application being processed incorrectly. Failure to accurately enter in the personal and contact information for the applicant and licensee in ATS and CAS will result in errors within the electronic record. Failure to perform the enforcement check accurately may result in an individual mistakenly obtaining licensure resulting in potential for consumer harm. Failure to properly process and order a duplicate/replacement license can result in the delay of a licensee being able to be employed or cause potential hardship and consumer protection to a site license. Failure to support and implement general office duties will result in a continuous backlog of filing and file storage functions that could result in the daily operations of the office being disrupted, the Board not effectively or efficiently responding to public inquiries for board records and verification of licensee information, and inadequate space available for current, in-use files. Failure to properly file and store documents and application files could delay the processing or issuance of a license or result in the issuance of a license with inaccurate or incomplete documentation. Due to the volume of the Board's application and licensee files, misfiled documents and files would take staff a significant amount of time identify, locate, and correct which could delay licensing operations. Failure to accurately pull and document files for retention or destruction could result in staff being unable to locate an active licensee file if the wrong file were to be pulled. Failure to respond to calls and emails would result in significant complaints to executive staff, the department, the legislature as well as the governor's office. Improper promulgation of regulations would impact the pharmacy industry that could lead to public harm. Failure to correctly enter application, licensing, and registration information in CAS or ATS could result in statistical errors in specialized reports to the Legislature, Department or Board. Failure to report statistics to the Board correctly may result in unnecessary or improper changing of procedures for the Board's business-licensing program.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting, with artificial light and temperature control. The ability to use a personal computer and telephone is essential. The incumbent may spend 75%-85% of the working day using a personal computer. The position requires bending and stooping to retrieve files; walking, sometimes outdoors in inclement weather; and occasional light lifting, up to 15-25 pounds.

H. Other Information

The incumbent must possess good writing and communication skills, use good judgment in decision-making, exercise creativity and flexibility in problem identification and resolution. The incumbent must manage time and resources effectively, work cooperatively and respectfully with others as a member of a team, be responsive to management needs, have good attendance, be punctual, dependable and dress in a professional manner while representing the Board. The incumbent must have a basic working knowledge of Board operations, licensing and renewal requirements. The position will require use of MS Word, Excel and Outlook.

**Criminal Offender Record Information (CORI)**

Title 11, section 703 (d) of the California Code of Regulations requires criminal record checks of all personnel who have access to CORI. Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring. In accordance with DCA's (CORI) procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the position routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

**In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.**

**I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation.** (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

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Employee Signature

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Date

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Printed Name

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

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Supervisor Signature

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Date

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Printed Name

Revised: Feb. 2023