

**DUTY STATEMENT  
DEPARTMENT OF STATE HOSPITALS – ATASCADERO  
PROGRAM: VARIOUS**

**JOB CLASSIFICATION: OFFICE TECHNICIAN (TYPING)**

**1. MAJOR TASKS, DUTIES, AND RESPONSIBILITIES**

Performs a variety of general administrative work and is expected to consistently exercise a high degree of initiative, independence, confidentiality, and organizational skills in performing assigned tasks.

**50% ONGOING DUTIES:**

- A. **Attend various meetings to take, type, and distribute minutes.**
- B. Demonstrate proficiency using office copy equipment.
- C. **Develop and maintain a system for filing forms and documents including electronic filing.**
- D. **Maintain a tracking system for information that is included in Performance for Probationary Employee and annual staff Performance Appraisal.**
- E. **Complete and process various documents related to the operational function of the program, such as and not limited to: work orders and storeroom requests.**
- F. Maintain and organize office supplies.
- G. **Maintain and update all program office manuals on an ongoing basis.**
- H. **Utilize hospital computer systems for entering data. Develop reports as requested by supervisor. Retrieve and route reports.**
- I. Perform timekeeping duties for program management and the clinical staff. Maintain and update regularly, the program staff emergency contact information electronic file.

**35% RECEPTIONS DUTIES:**

- A. **Receive, screen, and route program related correspondence (telephone calls, emails, paperwork).** Perform general receptionist duties as assigned. Generate and manage program calendars. Schedule meetings and appointments.

**5% CONSULTATION**

- A. Act as a consultant and resource for program filing system, filling out various forms, tracking systems, supply ordering, timekeeping procedures, office equipment function and use, and other tasks, as requested.
- B. Assist the program management staff in the formulation and finalization of reports and documents.

**5% OTHER RESPONSIBILITIES**

- A. Organize and maintain confidential and administrative files.
- B. Keep program management informed of state-of-the-art office procedures.

**5% TRAINING**

- A. Be available for workshops and training sessions to increase secretarial and administrative skills.

**2. SUPERVISION RECEIVED**

Program Director

**3. SUPERVISION EXERCISED**

None

**4. KNOWLEDGE AND ABILITIES**

**KNOWLEDGE OF:** Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.

**ABILITY TO:** Perform clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep records; meet and deal tactfully with the public; apply specific laws, rules and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively; provide functional guidance.

**5. REQUIRED COMPETENCIES**

**INFECTION CONTROL**

Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.

**SAFETY**

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards.

**CPR**

Not required

**THERAPEUTIC STRATEGIES AND INTERVENTIONS**

Apply and demonstrate knowledge of correct methods in the management of assaultive behavior as taught in Therapeutic Strategies and Interventions (TSI)

### **CULTURAL AWARENESS**

Demonstrates awareness to multicultural issues in the workplace that enables the employee to work effectively.

### **RELATIONSHIP SECURITY**

Demonstrates the ability to maintain professional demeanor within the provider/patient relationship. Recognizes the value of appropriate boundaries related to protecting the security of the facility and the safety of staff and patients.

### **PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION**

Maintains and safeguards the privacy and security of patients' protected health information (PHI) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

### **SITE SPECIFIC COMPETENCIES**

Patient Interaction Policy including Relationship Security and Work Site Implementation.

Sexual Harassment Policy

Disaster Plan and Disaster Response

Hiring Process

Annual Evaluation Process

Program Office Procedures and Process

Patient Record Confidentiality

Employee Record Confidentiality

Ability to make contacts to ensure timely maintenance and repair of various office equipment in Program

Ability to send and receive correspondence related to hospital operations within the scope of services provided within Program

### **TECHNICAL PROFICIENCY (SITE SPECIFIC)**

Basic Computer Knowledge and Skills (Keyboard, Mouse, Operating System)

Work Processing facility using the provided word processor

Electronic Spreadsheet facility using the provided spreadsheet

Electronic Database facility using the provided database

Electronic Messaging and communication facility including programs on the local area network (LAN) using the provided software

Electronic Fax Transmission

Voice Mail

Hospital Paging System

## **6. LICENSE OR CERTIFICATION**

Not Applicable

## **7. TRAINING – Training Category – 06**

The employee is required to keep current with the completion of all required training.

**8. WORKING CONDITIONS**

The employee is required to work any shift and schedule in a variety of settings throughout the hospital and may be required to work overtime and float to other work locations as determined by the operational needs of the hospital. All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and can safely perform their essential job functions.

_____	_____	_____
Employee Signature	Print Name	Date

_____	_____	_____
Supervisor Signature	Print Name	Date

_____	_____	_____
Reviewing Officer's Signature	Print Name	Date