

State of California
DUTY STATEMENT



California Department of
State Hospitals

MSH3002 (Rev. 9/26/16)

		RPA Control No.#	C&P Analyst Approval FA	Date 4/13/2023
Employee Name		Division Metropolitan State Hospital - Administration		
Position No / Agency-Unit-Class-Serial 487- 543 – 1139 -		Unit Human Resources		
Class Title Office Technician (Typing)		Location Human Resources		
SUBJECT TO CONFLICT OF INTEREST CODE ☐ Yes ☒ No	CBID R04	WORK WEEK GROUP 2	PAY DIFFERENTIAL	WORKING HOURS

The Department of State Hospital's mission is to provide evaluation and treatment in a safe and responsible manner, and seek innovation and excellence in hospital operations, across a continuum of care and settings. You are a valued member of the Department's team. You are expected to work cooperatively with team members and others to enable the department to meet these goals and provide the highest level of service possible. Your efforts to treat others fairly with dignity and respect are important to everyone with whom you work.

BRIEFLY DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Under the general supervision of the Human Resources Payroll, Benefits and Return to Work Manager, the Office Technician (Typing) is the receptionist for the Human Resources Office who performs a variety of clerical general office duties with a high degree of self-initiative and independence providing service to the public and Metropolitan State Hospital (MSH) employees. The incumbent is expected to work with a certain degree of independence performing repetitive tasks while maintain confidentiality of all work performed by the Human Resources Unit. Excellent oral and written communication skills, knowledge of modern office methods, sound Business English, and excellent typing proficiency are required to successfully perform difficult clerical work.

% OF TIME PERFORMING DUTIES	INDICATE THE DUTIES AND RESPONSIBILITIES ASSIGNED TO THE POSITION AND THE PERCENTAGE OF TIME SPENT ON EACH. GROUP RELATED TASKS UNDER THE SAME PERCENTAGE WITH THE HIGHEST PERCENTAGE FIRST; PERCENTAGE MUST TOTAL 100%. (Use additional sheet if necessary.)
80%	<u>ESSENTIAL FUNCTIONS</u> <u>RECEPTION DUTIES:</u> - Interact with MSH employees and the public on the phone and in person providing information as it pertains to Human Resources utilizing a high degree of tact, diplomacy, and professionalism and excellent customer service skills. - Responsible for communication, answer multi-line telephone system, responds to or transfer calls to appropriate staff. - Maintain Human Resources Application database which includes tracking, reporting, send out reminders and compliance of yearly physicals, licensing, and Individual Development Appraisals (IDP's) and Probationary Reports. - Schedule pre-employment physicals and fingerprints and upon clearance, schedule new staff for New Employee Orientation and prepare new employee orientation files. Attend new employee orientation to assist with forms and etc. Provide livescan services.

- Provide clerical services including typing HR forms and correspondences, excessive filing, assist employees with benefit forms and maintenance of various logs and confidential files.
- Receive, date stamp, sort, and distribute all incoming mail.
- Track NOPA's, send reminders for employees to sign.
- Provide support services to Payroll staff and Exam unit.
- Process background clearances and complete fingerprints on potential hires, volunteers, and or contractors for background clearances.
- Keep track of OPF's/Separated files, place documents in files. At times rearrange file drawers for documents and OPF's.
- Provide service in filing, copies of files etc...
- Conduct online License and Certification verifications.
- Reserve Interview Rooms
- Provide support services to the Exam and Selections Unit by sending out exam and hiring correspondences; logging in and date stamping applications; assist in hiring and exam interviews by greeting competitors and providing them with appropriate documentations for completion prior to the interviews.
- Assist with proctoring or written exams if needed.
- Assist with Return to Work unit with data entry and daily reports and claims when needed.

MARGINAL DUTIES:

- Maintain copy machine and date stamp machine.
- Complete, submit, and track all work orders as needed.
- Order, distribute, stock and track supplies and forms for the office.
- Provide backup coverage for Human Resources Exam Unit Office Technician and Return to Work Unit.
- All other duties as deemed appropriate for this classification.

15%

ADDITIONAL DUTIES:

- All other duties and special projects as assigned consistent with this classification.
- Maintain a safe work environment by actively promoting routine safety inspections, accident prevention and investigation and ongoing safety awareness training.

5%

SUPERVISION RECEIVED

Under the general direction of the Personnel Supervisor II.

SUPERVISION EXERCISED

N/A

KNOWLEDGE AND ABILITIES

KNOWLEDGE OF: Works independently, maintains confidentiality of oral and written communication; modern office methods, supplies and equipment; Business English and correspondence, typing proficiency, performs difficult clerical work; spell correctly; uses appropriate grammar; follows oral and written instruction and communication; ability to evaluate situations accurately and take effective action; meet and deal tactfully with the public; have and use initiative, courtesy, and tact and patience relating to both staff and the public; apply specific laws, rules, policies/procedures, prepare correspondence independently, communicate effectively both verbally and writing.

ABILITY TO: Perform all of the above, maintain a work environment that is free of discrimination and harassment. Operates a computer keyboard/terminal, typing proficiency; establish and maintain cooperative working relations with those contacted during the course of the work; organize and prioritize work; Maintain confidentiality of oral and written communications. Evaluate situations accurately and take effective action, apply specific laws, rules, and office policies/procedures, provide functional guidance, maintain files/records, spell correctly, uses good English and mathematics. Gain and maintain the confidence and cooperation of those contacted during the regular course of work. Use tact and good judgment in dealing with the public and other employees.

REQUIRED COMPETENCIES

PHYSICAL

The incumbent must possess the necessary physical, mental and cognitive abilities to perform the highly specialized analytical work needed to carry out the essential duties of the position. This includes but is not limited to working with computer software and hardware, sitting, standing, bending, stooping, twisting, squatting, grabbing, carrying, kneeling, pushing, pulling walking on irregular surfaces, pushing and pulling up to 25 pounds, lifting and carrying up to 25 pounds, and repetitive fine motor and hand motion.

PHYSICAL ABILITIES REQUIRED

- Prolonged periods of standing, bending, sitting.
- Climb up/down stairs and walk on uneven surfaces.
- Uses a computer keyboard several hours a day.
- Read from computer screens several hours a day.
- Must possess visual, verbal, physical, mental and cognitive ability to carry out the essential duties of the classification and assignment.
- Must be able to function rationally, coolly and deliberately under pressure situations in order to reach the best solution.

SAFETY

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

INFECTION CONTROL

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

CULTURAL AWARENESS

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

CPR

Maintains current certification.

THERAPEUTIC STRATEGIC INTERVENTION (TSI)

Manage and supports safe working environment; practices the strategies and intervention that promote a therapeutic milieu; applies and demonstrates knowledge of correct methods in the management of assaultive behavior. Training provided during new employee orientation

SITE SPECIFIC COMPETENCIES

- Interact successfully in a team environment.
- Comply with hospital policies and procedures
- Communicate successfully in a diverse community.
- Communicate effectively with individuals from varied experiences, perspectives and backgrounds, which may involve some exposure to aggressive clientele or adversarial conditions.
- Ability to perform efficiently and effectively under deadlines and pressure.
- Deal with individuals with a range of moods and behaviors in a tactful, congenial, personal manner so as not to alienate or antagonize them.

TECHNICAL PROFICIENCY (SITE SPECIFIC)

- Creative thinking
- Ethics and Integrity
- Managing Workload
- Organizational awareness
- Planning and organizing
- Technical/Professional knowledge and skill
- Written/Oral communication
- Type at least 40 words per minute.

LICENSE OR CERTIFICATION - not applicable

TRAINING - Training Category = Type II General

The employee is required to keep current with the completion of all required training and maintain yearly updates.

WORKING CONDITIONS

EMPLOYEE IS REQUIRED TO:

- Report to work on time and follow procedures for reporting absences;
- Maintain a professional appearance;
- Appropriately maintain cooperative, professional, and effective interactions with employees, patients/clients, and the public.
- Comply with hospital policies and procedures.
- 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 are able to safely perform their essential job functions.

Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work.

The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times.

The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers.

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 Office of Human Rights).

Employee's Signature

Date

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

Supervisor's Signature

Date