

Proposed
Department of Health Care Access and Information
Duty Statement

Employee Name Vacant	Organization Department of Health Care Access and Information Office of Statewide Hospital Planning and Development Office Support Section Project and eSP Support Unit	
Position Number 441-445-5278-XXX	Location Sacramento	Telework Option Hybrid
Classification Management Services Technician	Working Title Management Services Technician	

General Description The Management Services Technician (MST) will create, monitor, update and close construction projects in accordance with Title 24, Part 1, California Code of Regulations and the Office's policies and procedures; provide specific information to Department of Health Care Access and Information (HCAI) staff, applicants, the public and other stakeholders regarding technical program business requirements and regulations pertaining to the construction of healthcare facilities; and provide support for the Northern California Office.	
Supervision Received	Under supervision, the MST reports directly to the Staff Services Manager I.
Physical Demands	Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement including the ability to lift and transfer documents weighing up to 40 pounds onto a cart and push the cart to various locations within the Office, with or without reasonable accommodation.
Typical Working Conditions	Prolonged sitting and use of telephone and computer. Frequent contact with employees and the public. May require travel to various locations throughout the State. May be called upon to work for periods exceeding the normal workday or work week.
Job Duties E = Essential, M = Marginal	
35% E	Create and monitor projects submitted in electronic or in paper format. Analyze and evaluate incoming plans and construction documents related to healthcare facility construction to determine completeness, accuracy, and compliance. Verify designers' licensure status. Input, update and maintain information in the Project eServices Portal (eSP) software application, and various other Office software applications, databases, and electronic files. Prepare necessary form letters and/or original correspondence required for plan review projects. Tag plans and separate application packages. Distribute incoming plans and project-related documents to the appropriate discipline staff, triage table, plan bin, etc.

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Assist plan review staff with electronic project intake duties such as finding projects that have been uploaded to eSP, evaluating plans/documents/submittal packages for conformance to the Office's electronic submittal requirements and compliance. Route electronic documents to the electronic plan review program, confirm rendering status and validate/modify optical character recognition captures. Receive and accept tasks for managers and review staff in eSP, as appropriate.

Create, monitor, and prepare building permit packages for review, approval, and execution by the Office of Statewide Hospital Planning and Development's (OSHDP) Regional Compliance Officers (RCO). Ensure compliance with regulations and policies regarding approval of IORs for hospital construction projects. Assist field staff with processing electronic field reviews. Provide technical support on issues that require a detailed review of data through assessing the eSP database system.

Review, edit, and coordinate the preparation and maintenance of the Office Procedures Manual. Prepare instructions in the form of manuals, memos, and directives to ensure consistency. Monitor and respond to or coordinate responses to requests of eSP Support e-mail inquiries. Research and resolve problems. Initiate changes that promote innovative solutions to meet customer needs.

35% E Monitor and close construction projects. Respond to eSP email notification and process closure documents that have been mailed to the office or uploaded to eSP by clients. Analyze and verify all documentation satisfies closure requirements. Compose correspondence or email messages requesting information and/or documents to ensure compliance with closure requirements. Assist internal and external stakeholders with questions while adhering to laws, rules, processes, procedures, practices, and closure requirements. Analyze and determine the type of closure project and proceed with corresponding closure process. Evaluate final cost affidavits for validity and initiate requests for supplemental cost information if appropriate. Provide support documentation and communicate information to OSHDP's Associate Construction Analyst (ACA), as needed, to ensure final construction costs are calculated accurately and timely. Coordinate with the Office's ACA and the appropriate RCO regarding costs and project closure. Review, analyze, and evaluate construction costs for correctness to ensure appropriate fees are paid as necessary, and/or work with clients to resolve construction cost discrepancies; review requests for refunds to ensure compliance with regulations and policy.

Evaluate and determine documents to be retained in the file (electronic or hardcopy) according to OSHDP's practice and legal requirements. Validate final project closure package is complete which includes finalizing documents, entering data, filing documents, and report findings to RCOs prior to execution of Department of Public Health's issuing occupancy.

10% E Ensure completed plan reviews have been out-processed from the electronic plan review (ePR) system and, when necessary, complete deliverables for clients to

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receive and download from eSP. Process design professional and contractor replacements. Revise the eSP Licensed Professionals and Contacts tables. Evaluate Notices of Start of Construction for completeness and accuracy and process in eSP. Create, email, photocopy, scan, upload, distribute, input and file various documents and forms; assist in stamping of plans and specifications; package and prepare construction documents/plans for mailing/shipping to clients.

10%	E	Respond to HCAI staff, applicant, public and governmental agency, and other stakeholder requests for information regarding project status, technical program requirements and laws, regulations, policies, and procedures related to the construction of healthcare facilities in the State of California. Answer and provide client assistance with incoming telephone calls and email messages, refer to appropriate staff, if needed. Serve as technical liaison and provide client assistance. Analyze and trouble-shoot errors as seen in eSP and ePR during the intake and out-processing process. Identify and evaluate solutions case-by-case and contact the design professional or health facility representative to discuss resolution of errors. Based on analysis of plans, application packages and technical assistance requested, compose original correspondence to notify client of necessary corrective actions. Provide information for and assist in revisions to the eSP Database System Business Rules and Database System Manuals. Test new program functions and provide evaluations. Research and develop staff suggestions for improvements. Gather, research, and analyze project information for use in finding resolutions to project issues and inconsistencies; prepare ad hoc reports at the request of management; track and perform database entry prescribed by management; create and maintain internal tracking and reporting mechanisms, desk manuals, procedures; and provide technical support to process end users in order to support management investigative and enforcement activities using eSP, various online tools and Microsoft Office Suite.
5%	E	Distribute supplies to the region's various supply cabinets. Prepare a written request for all supplies to be purchased by the Office's procurement staff. Ensure that supplies needed for staff to perform their duties are purchased in a timely manner and are available to staff when needed.
5%	M	Perform other related duties, including but not limited to the following: serve as a back-up to other MSTs and OSHPD's receptionist. Open, stamp and distribute incoming mail. Initiate or recommend changes that promote innovative solutions to meet customer needs. Perform other support assignments necessary to carry out the activities of the Office, including support to Emergency Response and Emergency Operations Center.

Other Expectations

- Demonstrate a commitment to adhere to the Office's Employee Expectations.

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- Demonstrate a commitment to building an inclusive work environment that promotes HCAI's diversity, equity and belonging where employees are appreciated and comfortable as their authentic selves.
- Demonstrate a commitment to maintaining a work environment free from workplace violence, discrimination, and sexual harassment.
- Demonstrate a commitment to HCAI's and the Office's Mission, Vision, And Goals.
- Demonstrate a commitment to HCAI's Core Values and Guiding Principles.
- Maintain good work habits and adhere to all HCAI policies and procedures.

To Be Signed by the Employee and Immediate Supervisor

I have read and understand the duties and expectations of this position

I have discussed the duties and expectations of this position with the employee.

Employee Signature/Date

Supervisor Signature/Date