

Proposed
Department of Health Care Access and Information
Duty Statement

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| Employee Name <Vacant> | Organization Department of Health Care Access and Information Office of Statewide Hospital Planning and Development Office Support Section Business and Administrative Support Unit | |
| Position Number 441-445-1139-XXX | Location Sacramento | Telework Option None |
| Classification Office Technician (Typing) | Working Title Office Technician (Typing) | |

General Description

The Office Technician (OT) (Typing) (T) provides administrative support for the Office Support Section (OSS), Business and Administrative Support Unit (BASU), serves as the Office's training coordinator and back-up receptionist and timekeeper. In addition, the OT provides support for the other units and sections within the Office of Statewide Hospital Planning and Development (OSHPD).

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| Supervision Received | Under the general direction of the Supervisor I, the OT (T) may also receive direction from OSHPD managers, supervisors and OSS analysts. |
| Physical Demands | Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation. Must possess the ability to manipulate documents weighing up to 40 pounds including the ability to transfer the documents onto a cart and push the cart to various locations within the Office. |
| Typical Working Conditions | Requires prolonged sitting and use of telephone and video data terminals and frequent contact with employees and the public. Requires prolonged note taking at meetings for a duration of up to eight hours. Requires mobility to various Office work areas and may require travel to the Office's Offices. Work hours to cover business hours of 8:00 a.m. to 5:00 p.m. |

Job Duties

E = Essential, M = Marginal

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| 30% | E | Serve as primary back-up to the Office's Lead Receptionist. Answer and direct incoming telephone calls, take messages, type, and route them via electronic mail and/or in writing; greet clients and notify staff of their arrival; open, stamp and distribute incoming mail. Prepare and send outgoing mail; process and distribute inter-office mail; mail and/or ship (UPS, FEDEX, GLS, etc.) construction plans and other outgoing documents to addressees. Initiate or recommend changes that promote innovative solutions to meet customer needs. |
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25% E Provide support to the BASU Supervisor I and staff, and other OSHPD sections and units, when needed. Prepare confidential and highly sensitive memos, reports, and correspondence for signature including typing letters, memos, and reports on a personal computer; edit correspondence for grammar, spelling, and clarity. Maintain confidential and administrative files. Respond to written or verbal inquiries regarding various issues. Schedule meetings, secure travel arrangements, process travel expense claims into CalATERS, and maintain expense claim and records. Photocopy, distribute, input and file various documents and forms. Maintain a tracking system to ensure appropriate briefing documents, correspondence, related materials, and work assignments are acted upon in a timely manner. Screen incoming correspondence and refer to appropriate staff for action. Respond to public, healthcare facility personnel and other state agency requests for information and documents pertaining to regulations and other Section activities.

Input data into the Office's Project eServices Portal (eSP) database, and various other Office databases and electronic files. Extract completed plan reviews from the electronic plan check program, out process and set up deliverables for clients to receive and download from the eSP.

15% E Serve as the Office's Training Request Coordinator. Process all Office training requests by reviewing required forms for accuracy and completeness, obtaining necessary approvals, processing requests through the Department of Health Care Access and Information's (HCAI) Learning Management System and registering employees for approved training. Negotiate billing methods for training courses, seminars, and conferences. Update and maintain all manual and electronic training files. Notify individual employees and appropriate management staff of training request status. Disseminate information to staff and the public regarding upcoming training, seminars and meetings via mail, email, and the Office's Website. Locate and secure meeting, training, and seminar facilities. Obtain necessary approvals and secure employee enrollment/registration for approved classes, seminars and/or events. Act as a liaison between OSHPD and HCAI's Administrative Services Office regarding a variety of training related issues. Attend training related meetings as directed by the Supervisor I.

10% E Assist the Office's IOR Testing and Certification Program Coordinator with set up and maintain confidential files for previous, current, and upcoming examinations and applicant documentation. Maintain a current list of certified inspectors for use by the Department of Health Care Access and Information (HCAI) and healthcare facilities. Assist in the preparation of confidential test materials in advance and proctoring exams. Ensure that exam quality checks are done by a team of experts and professionals to ensure that the exam items are clear, error-free, unbiased and/or unambiguous. Maintain thorough knowledge of the IOR examination protocol and the IOR testing and certification procedures.

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| 10% | E | <p>Provide scanning services for conversion and filing of facility construction documents in order to produce a final record set of plans. Using optical scanner equipment, scan various sized documents, review electronic files to ensure scanned documents are captured, legible, named properly, and uploaded to appropriate project in OSHPD's Project eServices Portal (eSP) database. Input storage location information regarding health care facility construction project files and plans into eSP and other appropriate databases.</p> <p>Assist in the preparation of conference materials and brochures, ensure templates are properly aligned and printed for distribution. Serve as the back-up to the Office's Attendance Clerk. Ensure OSHPD's Sacramento staff's Absence and Additional Time Worked Report (OSH-AD 634), timesheets, are accurate, have appropriate management approvals, and are submitted to HCAI's Human Resources Services (HRS) by the required due date. Facilitate communication between OSHPD employees and HRS Transactions staff to resolve transactions-related issues. Coordinate efforts with HRS's Transactions staff to monitor progress and status of paperwork and to ensure timely response and accurate processing. Track, process, and file probation reports, performance appraisals, individual development plans, notice of personnel action documents, and merit salary adjustments. Prepare documents for review, completion, and signature by supervisory or management staff. Routinely notify OSHPD managers of personnel and administrative paperwork due dates. Maintain a tracking system for personnel and administrative paperwork.</p> |
| 5% | E | <p>Serve as the back-up to the Office's Procurement and Contracts Analyst. Assist with distributing supplies to OSHPD's various supply cabinets. Stock paper supply at each copier and printer station weekly. Prepare a written request via email for all supplies to be purchased by the Office's procurement staff. Ensure supplies are restocked and available to staff when needed.</p> |
| 5% | M | <p>Serve as a backup to OSHPD's Executive Staff's Analyst I: screen incoming correspondence and refer to appropriate staff for action; maintain Deputy Division Chief and Deputy Director's calendar when scheduling appointments; screen and refer incoming calls from other State offices, the Legislature, executives of private industry, attorneys, the press, architectural and engineering firms, and members of the public; maintain confidential and administrative files; schedule and coordinate meetings; secure travel arrangements; process travel claims using CalATERS; and maintain expense claims and records.</p> <p>Serve as backup clerical support for the Hospital Building Safety Board. Attend Board meetings, committee meetings and appeals to operate audiovisual equipment for the purpose of documenting Board proceedings and taking meeting notes. Produce and edit technical meeting minutes and reports.</p> |

Other Expectations

- Demonstrate a commitment to adhere to the Office's Employee Expectations.
- Demonstrate a commitment to performing duties in a service-oriented manner.

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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 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