

**Department of Consumer Affairs**

Position Duty Statement

HR-41(Revised 7/2015)

<b>Classification Title</b> Office Technician (Typing)	<b>Board/Bureau/Division</b> Physical Therapy Board of California
<b>Working Title</b> Receptionist	<b>Office/Unit/Section/Geographic Location</b> Administrative Services Unit/Sacramento
<b>Position Number</b> 640-110-1139-002	<b>Name Effective Date</b>

**General Statement:** Under the general direction of the Physical Therapy Board of California's (PTBC) Supervisor I. The Office Technician (Typing) [OT] provides a wide variety of clerical functions in support of the PTBC administrative tasks within the Administrative Services Unit. The OT will be required to perform tasks with a high level of discretion; a high degree of initiative and independence; good judgement; and the ability to communicate effectively in writing, by phone and in-person. Duties include, but not limited to:

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

**55% Clerical Support (E)**

- Process all incoming and outgoing mail: receipts, sort, date stamp, and distribute to appropriate staff, including review of applications for licensure and/or exam and identify if fingerprints have been received; process return mail by entering date into MS Excel spreadsheet; create check log for all monies received by entering recipient information, including amount of money received into MS Excel spreadsheet. (20%)
- Prepare typed correspondence for management review and signature. Review and edit correspondence, template letters, and reports for correct spelling, punctuation, grammar, appropriate design, format, consistency. (20%)
- Serve as the primary receptionist for the PTBC office: meet and greet visitors, communicate with visitors in response to inquiries regarding laws, regulations, process and procedure; and direct visitors to appropriate staff. Answer incoming calls received on administrative mainline and direct to appropriate staff, using a multiline phone system. (10%)
- Serve as backup to answering incoming calls for all other programs: respond to inquiries in regard to PTBC's laws and regulations, take detailed messages; and route to appropriate staff. (5%)

**40% Administrative support to Assistant Executive Office/ Executive Officer (E)**

- Make copies of various materials, assembling binders, faxing, preparing letters, memos, correspondence, and emails in response to incoming inquiries received from internal and external state and governmental agencies and the public regarding PTBC's laws, regulations, policies, and procedures.
- File sensitive and confidential documents.
- Schedule and prepare meetings: arrange for meeting space using Microsoft Office Outlook, send out meeting request/invitation, set up teleconference calls, identify information and documents relevant for meetings, duplicate and distribute meeting materials accordingly, and prepare meeting minutes.

- Maintain spreadsheets, charts and graphs using Microsoft Excel.
- Order and maintain office supplies and equipment.

**5% Other (E)**

- Attend and participate in monthly staff meetings and may present workload statistics during meetings. Attend and participate in training and various meetings regarding PTBC functions necessary to satisfactory complete job role and responsibilities. Stay apprised with the PTBC's laws, regulations, policies, procedures and guidelines. Maintain all procedure manuals, i.e., mail, cashier log, meeting calendar, desk, etc. for the purpose of staying apprised.

**B. SUPERVISION RECEIVED**

The OT reports directly to Supervisor I and may receive general direction from the lead staff of the Administrative Services Unit.

**C. SUPERVISION EXERCISED**

None

**D. ADMINISTRATIVE RESPONSIBILITY**

None

**E. PERSONAL CONTACTS**

The OT has daily interaction with the PTBC staff, the Department of Consumer Affairs, the U.S. Post Office staff, and the public to perform essential job functions.

**F. ACTIONS AND CONSEQUENCES**

Failure to interpret statute and regulations may jeopardize consumer and licensee status jeopardizing the integrity of the PTBC. In addition, the failure to maintain confidentiality and discretion regarding information being interpreted could subject the PTBC to potential litigation.

**G. FUNCTIONAL REQUIREMENTS**

The incumbent works 40 hours per week in an office setting with artificial lighting and temperature control. The ability to use a personal computer and telephone is essential. The position requires bending and stooping to retrieve files, walking, sometimes outdoors in inclement weathers, and occasionally light lifting of 10 to 15 pounds. The incumbent must be able to type at least 40 words per minutes.

**H. OTHER INFORMATION**

The position requires excellent organization skills; excellent communication skills, including etiquette by phone, writing and in-person; exercise a high degree of initiative, independence, good judgement; and reliability and good attendance is essential. The position will require use of MS Word, Excel, Outlook, and various databases used for applicant and licensee information.

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.

**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 Criminal Offender Record Information (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 incumbent 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.

**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.)

---

Employee Signature

Date

---

Employee's Printed Name, Classification

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

---

Supervisor Signature

Date

---

Supervisor's Printed Name, Classification

Revision (2/2026)