

**DUTY STATEMENT  
CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS**

<b>PART A</b>	
<b>Position No: 578-138-1139-002</b>	<b>Date:</b>
<b>Class: Office Technician (Typing)</b>	<b>Name:</b>
<p>Under the general direction of the Supervisor I for the Finance &amp; Admissions Office, the Office Technician-Typing (OT) manages the Admissions Office with a high degree of accuracy and confidentiality. The variety and complexity of daily duties performed are initiated independently with minimal supervision.</p>	
Percentage of time performing duties:	ESSENTIAL FUNCTIONS
30%	<p>Maintains awareness of and follows appropriate CDVA/Veterans Homes admissions guidelines. Coordinates with department managers, and works effectively to support the admissions needs of the facility and the applicants. Prepares and issues admissions documents. Obtains approvals as needed. Composes, edits and reviews correspondence and reports. Performs duties that are sometime sensitive in nature. Performs more difficult duties with a high degree initiative, independence and accuracy. Uses prudence and sound judgment to resolve or refer questions appropriately. Makes contact and meets with applicants and family members as needed. Exercises good judgment, initiative, and tact in dealing with public contacts, residents, supervisors and managers.</p>
30%	<p>Uses ADL, MyUnity, Access Database, and PATS computer programs efficiently for inputting and retrieving admissions and census information electronically. Prepares admissions packets and routes through the admissions process. Prepares admission files and agendas for Admissions Review Committee (ARC) meetings.</p>
20%	<p>Performs continuing office support functions that may include preparing purchase orders and supply requests. Collects, sorts and distributes USPS facility mail on an as-needed basis. Maintains departmental, confidential, and administrative files. Uses Microsoft Office Word, Excel, and Outlook to prepare office correspondence and emails. Evaluate outside medical bills for co-payments and appropriate payer sources and forward for Headquarters for payment. Add data about outside medical bills to Microsoft Excel files and other databases. Keep tracking documents current and meet deadlines. Contact providers and use prudence to resolve issues. Make clear and comprehensive medical bill history with Unreimbursed Cost of Care (URCC) Reports. Obtain payee data records from medical providers.</p>
10%	<p>Answers Business Office main admissions line and responds to a wide variety of telephone calls regarding admissions information, eligibility, and status. Answers general questions regarding the Veterans Home. Mails informational publications, brochures and documents.</p>
5%	<p>Attends facility in-service training.</p>
<b>NON-ESSENTIAL FUNCTIONS</b>	
5 %	<p>Other related duties as assigned.</p>
<b>OTHER</b>	
<p>Must maintain regular and acceptable attendance at such level as is determined at the Department's sole discretion. Must be regularly available and willing to work the hours the Department determines are necessary or desirable to meet its business needs.</p>	

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<b>PART B - PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS</b>					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
<b>VISION:</b> Review mail; preparing various forms, proofread documents, receiving visitors					X
<b>HEARING:</b> Answer telephone, receive admission applicants and family members; answer inquiries and provide verbal information					X
<b>SPEAKING:</b> Answer telephone; provide information; answer inquiries				X	
<b>WALKING</b> Copy documents.				X	
<b>SITTING:</b> At desk performing duties				X	
<b>STANDING:</b> Copy documents			X		
<b>BALANCING:</b> While standing or sitting					X
<b>CONCENTRATING:</b> While performing various duties					X
<b>COMPREHENSION:</b> Understanding verbal and non-verbal communication					X
<b>WORKING INDEPENDENTLY:</b> Must be able to work alone performing various duties				X	
<b>LIFTING UP TO 10 LBS OCCASIONALLY:</b>			X		
<b>LIFTING UP TO 20 LBS OCCASIONALLY AND/OR 10 LBS FREQUENTLY:</b>		X			
<b>LIFTING UP 25-50 LBS OCCASIONALLY AND/OR 20-50 LBS FREQUENTLY:</b>		X			
<b>FINGERING:</b> Push telephone and computer keys.					X
<b>REACHING:</b> Answer telephone and access files				X	
<b>CARRYING:</b> Assorted documents				X	
<b>CLIMBING:</b>		X			
<b>BENDING AT WAIST:</b>					X
<b>KNEELING:</b>		X			
<b>PUSHING OR PULLING:</b> Doors and file drawers				X	
<b>HANDLING:</b>					
<b>DRIVING:</b> As required		X			
<b>OPERATING EQUIPMENT:</b> Computer, telephone, copy machine, fax machine, various other office related equipment					X
<b>WORKING INDOORS:</b> Enclosed office environment				X	
<b>WORKING OUTDOORS:</b>		X			
<b>WORKING IN CONFINED SPACE:</b> Office		X			

I have read and understand the duties listed on this Duty Statement and I can perform these duties with or without reasonable accommodation. (If reasonable accommodation may be necessary, discuss any concerns with the Equal Employment Opportunity Office.)

Employee signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor signature \_\_\_\_\_ Date \_\_\_\_\_

Human Resources signature \_\_\_\_\_ Date \_\_\_\_\_