

DUTY STATEMENT
DSH3002 (Rev. 01/2020)



Box reserved for Personnel Section

	RPA #	C&P Analyst Approval	Date
Employee Name	Division Human Resources		
Position No / Agency-Unit-Class-Serial	Unit Benefits Unit		
Class Title Office Technician (Typing)	Location Patton, CA		
Subject to Conflict of Interest <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	CBID R01	Work Week Group:	Pay Differential N/A
Other			
Briefly (1 or 2 sentences) describe the position's organizational setting and major functions			
<p>The Office Technician is considered the advanced journey level which regularly performs a variety of difficult duties. Under the general supervision of the Human Resources (HR) Benefits Manager, the Office Technician (Typing) performs complex office work for the Human Resources (HR) Department, Benefits Unit. The incumbent is expected to consistently exercise a high degree of initiative, independence and originality in performing assigned tasks. Regular detailed and sensitive public contact, independent origination of correspondence involving the knowledge and application of Benefits detailed regulations, policies and procedures. Must exercise good judgement and have ability to communicate effectively.</p> <p>A significant emphasis on customer service and interpersonal skills is required. Included in these responsibilities but not limited to are; technical and clerical support involving the knowledge and application of benefits, injury reports, personnel reports and transactions, follow regulations, policies and procedures. Must exercise good judgment, the ability to communicate effectively, and display a high degree of self-initiative and independence.</p>			
% 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).		
30%	Composes, types, and distributes a high volume of confidential correspondence related to HR Benefits. Logs and tracks data using Excel, Word, or Access. Heavy personnel front counter coverage and customer service to include phones, reception area coverage, sorting mail, providing accurate directions and guidance to public inquiries. Reviews and distributes incoming mail and distributes accordingly. Assists with entering injury and medical reports, first aids, and State Compensation Insurance Fund Correspondences into the Workers Compensation Claims Management System (WCCMS). Scanning and uploading documents into employee electronic files. Knowledge of Microsoft Office Programs is essential in performing the essential functions.		
25%	Provides support to the HR Benefits Analyst in collection of new claims documentation, medical reports, and other confidential information. Responsible		

	for the initial review of incoming documents. Answers incoming phones calls and in-person (general) all inquiries concerning benefits.
20%	Assembles New Employee Orientation and New Supervisor Training packets for Workers Compensation, Ergonomics, EAP. Copies and redacts Official Personnel Files to be released to outside sources. Coordinates Official Personnel File Reviews for Department of State Hospitals – Patton employees; Perform administrative functions including but not limited to: Adhere to Departmental policies, rules and procedures, submit administrative including travel and training in a timely and appropriate manner.
15%	Assist HR Director in preparing correspondences. Gathers statistical data and prepares hospital wide reports. May require walking and the delivery of reports to various to expedite processes. Exercises a high degree of confidentiality when dealing with sensitive matters or documents of personal natures.
5%	Attend required in service training classes and meetings in person and Microsoft Teams; Supports other office functions such as update office listings, ordering supplies and maintaining the supply cabinet. Assist other staff when directed by immediate supervisor;
5%	Other duties as required
Required Competencies	<p>SUPERVISION RECEIVED: Under the supervision of the Benefits Manager. May also receive instruction from Human Resources Director or Personnel Officer and analysts assigned to the Benefits Unit.</p> <p>SUPERVISION EXERCISED: This position does not supervise others; may act as a lead capacity over limited duty accommodations and student assistants.</p> <p>ABILITY TO: Perform clerical work; Ability to spell correctly; Use proper English; Make arithmetical computation; Operate various office machines (photocopier, fax machine, printer, 10-key calculator); Follow oral and written directions; Evaluate situations accurately and take effective action; Make clear & comprehensive reports and keep difficult records; Deal tactfully with the public; Apply specific laws, rule and office policies and procedures; Prepare correspondence independently; Communicate effectively.</p> <p>KNOWLEDGE OF: Modern office methods, supplies and equipment; business English and correspondence; Computer knowledge, keyboarding proficiency; Microsoft Suite: Outlook, Excel and Word; Also utilizes WCCMS; Apply principles and practices of public personnel management; Research and apply rules, laws, standards and procedures in training related issues.</p> <p>TECHNICAL PROFICIENCY (SITE SPECIFIC): Proficient in usage of desk top computers, and accompanying equipment, such as printers, faxes, scanners. Proficient in usage of other office equipment, including telephones, printers, shredders.</p>

	<p>ANNUAL HEALTH REVIEW: All employees are required to have an annual Tuberculosis test or 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.</p> <p>INFECTION CONTROL: Applies knowledge of correct methods of controlling the spread of pathogens appropriate to job class and assignment.</p> <p>HEALTH AND SAFETY: Activity supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safe or security hazards.</p> <p>THERAPEUTIC OPTIONS/STRATEGIES AND INTERVENTIONS (TO/TSI) Applies and demonstrates knowledge of correct methods in the prevention and management of assaultive behavior (TSI).</p> <p>CULTURAL AWARENESS: Demonstrates awareness to multicultural issues in the workplace that enable the employee to work more effectively.</p> <p>RELATIONSHIP SECURITY: Demonstrates professional interactions with patients and maintains therapeutic boundaries. Maintains relationship security in the work area; takes effective action and monitors, per policy, any suspected employee/patient boundary violations.</p>
License or Certification	Typing Certificate
Training	The employee is required to keep current with the completion of all required training.
Other Information	<p>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.</p> <p>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.</p> <p>The employee is required to work any shift and schedule in a variety of settings and security areas 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.</p>

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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 Name Employee 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 Name Supervisor Signature Date

Reviewing Supervisor Name Reviewing Supervisor Signature Date