

# Physician Assistant Board Department of Consumer Affairs

## Position Duty Statement

HR-041 (new 7/2015)

<b>Classification Title</b> Office Technician – Typing	<b>Board/Bureau/Division</b> Physician Assistant Board
<b>Working Title</b> Administrative Technician	<b>Office/Unit/Section / Geographic Location</b> Support Unit / Sacramento
<b>Position Number</b> 602-110-1139-002	<b>Name and Effective Date</b>

General Statement: Under the general direction of the Physician Assistant Board’s (PAB) Assistant Executive Officer (AEO), the Office Technician (OT) performs administrative staff work related to maintaining the operations of the PAB. Duties include, but are not limited to:

**A. Specific Assignments [Essential (E) / Marginal (M) Functions]**

**90% Administrative Support (E)**

Provides front desk support for PAB’s office and acts as the initial point of contact with visitors, licensees, applicants, and the general public. Answers and screens all incoming telephone calls, transfers calls to the appropriate staff, and independently responds to general questions about PAB’s administrative, licensing, and enforcement functions. Retrieves voicemail messages at the start of each shift and at appropriate intervals throughout the day and returns calls or forwards the voicemail messages to appropriate staff. (25%)

Inputs data from applications into the BreEZe system to include all pertinent information as required for appropriate fields. Processes renewal applications, retired and inactive status applications, address change requests, name change requests, license verification requests, and duplicate license requests. (20%)

Receives, opens and date stamps all incoming mail, including U.S. mail, interagency mail, and overnight deliveries. Reviews contents of all envelopes, ensuring all items have been removed. Distributes mail to appropriate staff and delivers urgent items directly to individuals. Reviews returned mail for appropriate action and/or referral to appropriate staff. Monitors the Board’s electronic fax line, reviews incoming fax messages, and distributes to appropriate staff. (10%)

Logs all incoming payments and prepares payments for cashiering. Prepares and mails underpayments and dishonored check notification letters to applicants, licensees, and the public. (10%)

Scans documents, files document, creates files, and maintain file room. Maintains and updates the Record Retention Schedule and OT desk manual. (10%)

Ensures communal print/copy machines are filled with paper and change out toner when needed. Monitors supply levels and informs analyst when supplies are needed. Schedules meetings, attends meetings, attends trainings, coordinates and attends Board meetings, prepares Board meeting material for distribution as needed. (10%)

Acts as monthly attendance coordinator by collecting timesheets from staff, reviewing timesheets for completeness, scanning timesheets, and providing copies to personnel. (5%)

**10% Miscellaneous (E)**

Serves as backup to the Enforcement and Licensing Support Office Technician and Administrative Analyst as necessary.

**B. Supervision Received**

The OT will work independently under the general direction of the Assistant Executive Officer (AEO). The OT reports directly to and receives the majority of assignments from the AEO. However, direction and assignments may also come from the Executive Officer (EO).

**C. Supervision Exercised**

NONE

**D. Administrative Responsibility**

NONE

**E. Personal Contacts**

The OT has daily contact with the general public, licensees, applicants, staff, Department of Consumer Affairs' legal counsel, physician assistant training programs, out-of-state medical licensing agencies, National Commission on Certification of Physician Assistants, the Federal Bureau of Investigation, State of California's Department of Justice, Physician Assistant Board members, business services, enforcement, and information services units.

**F. Actions and Consequences**

Failure to implement and maintain effective procedures and practices could result in disruption of the daily office operations and the OT not effectively and efficiently serving the public of California, the physician assistant applicants, and the physician assistant licensees.

**G. Functional Requirements**

The OT works 40 hours per week in an office setting, with artificial light, temperature control. Restrooms are centrally located and accessible to all employees located on the property and the office has a single doorway entrance. The OT must have the ability to use a personal computer with Microsoft Excel, Microsoft Word, BreZE, and the Internet. The ability to effectively use a copier, fax machine, scanner, and telephone is essential. The OT must have the ability to unlock the office security safe. The position requires sitting for long periods of time, bending and stooping to retrieve files and occasionally lifting up to 20 lb. boxes. Incumbent is required to type a minimum of 40 words per minute.

**H. Other Information**

The OT must possess good oral and written communication skills, use good judgment in decision making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, and be responsive to Board management needs. Confidentiality and discretion are required due to the nature and sensitivity of the documents handled. The OT works with considerable independence and may be required to work on multiple projects that

may have short coinciding deadlines. Work is often interrupted by telephone calls, walk in applicants, consumers, or delivery personnel. Regular attendance and punctuality are an essential part of this job.

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.

**I. Criminal Offender Record Information**

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 to DCA's (CORI) procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the position 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.)

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Employee Signature

Date

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Printed Name

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

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Supervisor Signature

Date

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Printed Name