

**DUTY STATEMENT
CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS**

PART A	
Position No: 577-138-1139-001	
Class: Office Technician (Typing) - Admissions	
Under the general direction of the Staff Services Manager I, the Office Technician-Typing (OT) works effectively in 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.	
Percentage of time performing duties:	ESSENTIAL FUNCTIONS
25%	Maintain awareness of and follow appropriate CDVA/Veterans Homes admissions guidelines. Coordinate with department managers and work effectively to support the admissions needs of the facility and the applicants. Prepare and issue admissions documents. Obtain approvals as needed. Compose, edit, and review correspondence and reports. Perform sensitive, difficult, and responsible duties with a high degree of accuracy. Use prudence and sound judgment to resolve or refer questions appropriately. Make contact and meet with applicants and family members as needed. Exercise good judgment, initiative, and tact in dealing with public contacts, residents, supervisors, and managers.
20%	Use the electronic health record efficiently for inputting and retrieving admissions and census information electronically. Review, log and track census and VA per diem eligibility. Prepare monthly VA per diem report and submit to local USDVA authority. Prepare Admissions packets and route through the Admissions process. Prepare files and agenda weekly for the Admissions Review Committee (ARC).
15%	Utilize facsimile and copy machines. Organize and maintain office files. Collect and sort incoming Admissions department mail. Use Microsoft Office Word to prepare office correspondence. Access internet and CDVA and Veterans Home intranet.
15%	Respond to a wide variety of telephone calls regarding admissions information, eligibility, and status. Answer general questions regarding the Veterans Home. Mail informational publications, brochures, and documents.
10%	Screen and distribute incoming facility mail on an as-needed basis to support Mail Room staff. Answer main switchboard and provide public information and other Reception Desk tasks on an as-needed basis to support Reception staff.
5%	Perform continuing office support functions that may include preparing purchase orders and supply requests; act as attendance clerk for office staff; maintaining departmental, confidential, and administrative files.
5%	Attend facility in-service training. Must maintain a valid CPR and First Aid certification.
NON-ESSENTIAL FUNCTIONS	
5%	Other related duties as required.

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PART B - PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	25% or less	26% to 49%	50% to 74%	75% or More
VISION: View computer screen; prepare various forms, memos, reports, letters, and proofread documents.					X
HEARING: Answer telephone; communicate with Administration, department managers, department staff; provide verbal information.					X
SPEAKING: Communicate with staff, residents, and the public in person and via telephone; interact in meetings.					X
WALKING: Within the home to various units.				X	
SITTING: Workstation; meetings; training.					X
STANDING: Copy documents; review records.				X	
BALANCING:		X			
CONCENTRATING: Review documentation for accuracy; complete forms; calculate pay, time and attendance; research laws, rules, and processes.					X
COMPREHENSION: Understand laws, rules, regulations, policies and procedures; content of meetings, trainings and work discussions; facilitate the dynamic of teamwork.					X
WORKING INDEPENDENTLY: Must be able to apply laws, rules and processes with minimal guidance.					X
LIFTING UP TO 10 LBS:				X	
LIFTING 10 - 25 LBS:		X			
LIFTING 25-50 LBS:		X			
FINGERING: Push telephone buttons, calculator keys, and computer keyboard.					X
REACHING: Answer telephone; use a mouse; retrieve documents from printer.					X
CARRYING: Transport documents.			X		
CLIMBING: Stairs.		X			
BENDING AT WAIST: Use copier; access low file drawers.			X		
KNEELING: Access low file drawers.			X		
PUSHING OR PULLING: Open and close file drawers.				X	
HANDLING: Sort paperwork; distribute mail.			X		
DRIVING: Special events		X			
OPERATING EQUIPMENT: Computer, telephone, copier, printer, fax machine.					X
WORKING INDOORS: Enclosed office environment.					X
WORKING OUTDOORS: Special events.		X			
WORKING IN CONFINED SPACE: File, supply, storage rooms, etc.					X