

DUTY STATEMENT



CURRENT
 PROPOSED

CIVIL SERVICE CLASSIFICATION Office Technician (Typing)		WORKING TITLE Office Technician (Typing)		
PROGRAM NAME Division of Workers' Compensation			UNIT NAME UEBTF	
ASSIGNED SPECIFIC LOCATION Oakland				POSITION NUMBER 400- 794-1139-601
BARGAINING UNIT 4	WORK WEEK GROUP 2	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER No	BACKGROUND CHECK No

General Statement

Under the general supervision of the Staff Services Manager I, the Office Technician (Typing) provides clerical support and regularly performs duties including: typing/data entry; mail and document handling; filing and records management; document preparation and review; composition of correspondence; oral communications; and ordering and maintaining supplies and equipment.

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

Percentage of Time Spent	Duties <u>Essential Job Functions</u>
40	Review and process all medical provider/vendor bills and payment orders to ensure timely and appropriate payment as approved by the Claims Adjusters. Ensure that all payments are correctly entered into the Electronic Adjudication Management System (EAMS). Correct check print errors such as duplicate payments, incorrect name/address, over the limit payments, incorrect SS#, etc. Prepare claims opening letters and update claims information in EAMS. Process Adjuster requests for check warrants and abatements.
25	Answer phone and provide good customer service to callers with information regarding workers' compensation benefits and other inquiries. Check and clear general email inbox and respond to emails within 48 hours. Check and clear voicemail on the main line and return calls promptly within the same business day. Do phone coverage during the absence of a co-worker. Process STD 204 requests. May have to coordinate with Accounting regarding vendor information update and other requests.
15	Open incoming mail and check incoming fax and distribute them to the claims adjusters. Distribute priority mails to the claims adjusters daily and in a timely manner. Verify the claim number of documents in EAMS if it is not indicated.
15	Scan and do completion of bills and other documents into EAMS Filenet. Check EAMS to ensure that scanned documents are accurate and legible before shredding. Keep records and compile statistics for the submission of monthly and special reports to the supervisor.
Percentage of Time Spent	Marginal Job Functions



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Perform other duties and special projects as required.

Conduct, Attendance, and Performance Expectations

The State of California adheres to a number of laws and policies that are designed to promote a safe, comfortable, and professional work environment for all employees. As a state employee you are responsible for arriving at and leaving work at the times agreed upon by your supervisor, including returning on time after lunch and break periods. You are expected to behave courteously and responsibly at all times. Remember that the image of an organization rests upon the behavior of the employees who represent it. You and your supervisor will participate in the regular employee appraisal process throughout your career. This gives you and your supervisor an opportunity to discuss your job performance and career development.

Supervision Received

Office Technician (Typing) reports to Office Services Supervisor II or Staff Services Manager I.

Supervision Exercised

None.

Work Environment, Special Requirements/Other Information, Physical Abilities, Additional Requirements/Expectations, and Personal Contacts

Work Environment

The duties of this job are performed indoors most of the time. The employee works in the Oakland Office, DWC Headquarters, located at 1515 Clay Street, Oakland, CA 94612. The employee's cubicle is equipped with standard office equipment. The employee may attend meetings in designated conference rooms and be willing to travel for off-site meeting/training, and work in a team environment and independently.

Special Requirements/Other Information

The ability to use a computer, telephone and other office equipment such as copiers and scanners are necessary.

Physical Abilities

The position requires the ability for prolonged sitting and to work at a computer for extended periods of time and to move and transport office items in a safe manner. The incumbent will be required to sit for long periods of time in a climate-controlled setting, which could be in a high-rise building.

Additional Requirements/Expectations

The State of California adheres to a number of laws and policies that are designed to promote a safe, comfortable, and professional work environment for all employees. As a state employee you are responsible for arriving at and leaving work at the times agreed upon by your supervisor, including returning on time after lunch and break periods. You are expected to behave courteously and responsibly at all times. Remember that the image of an organization rests upon the behavior of the employees who represent it. You and your supervisor will participate in the regular employee appraisal process throughout your career. This gives you and your supervisor an opportunity to

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Personal Contacts

The incumbent will need to interact with groups of individuals from various socioeconomic and cultural backgrounds in an impartial, tactful, patient, and professional manner. These groups include, but are not limited to, the following: injured workers, employer and their representatives, the general public, applicant attorneys, medical providers and vendors, collection agencies, and staff members from other units within the Department of Industrial Relations.

Employee Acknowledgment

I have read and understand the duties listed above and certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform these assigned duties as described above with or without reasonable accommodation. If you believe a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for a reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Medical Management Unit in the Human Resources office.

Employee Name

Employee Signature

Date

Supervisor Acknowledgment

I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.

Supervisor Name

Supervisor Signature

Date

HUMAN RESOURCES OFFICE APPROVAL

C&P Analyst Initials

Approval Date