

DUTY STATEMENT
DSH3002 (Rev. 01/2020)



Box reserved for Personnel Section

	RPA #	Position Control Approval: cm	Date: 6/29/2026
Employee Name	Division Hospital Administrator		
Position No / Agency-Unit-Class-Serial 546-1139-XXX	Unit General Services		
Class Title Office Technician (Typing)	Location Atascadero State Hospital		
Subject to Conflict of Interest <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	CBID R04	Work Week Group 2	Class Ranges A
MAJOR TASKS, DUTIES, AND RESPONSIBILITIES			
Works directly for the Hospital General Services Administrator II. This position is at the advanced journey level which regularly performs a variety of the most difficult duties and is expected to consistently exercise a high degree of initiative, independence and originality in performing assigned tasks. This position requires detailed and sensitive public contact and/or independent origination of correspondence involving the knowledge and application of detailed regulations, policies and procedures. Good judgment and the ability to communicate effectively are of primary importance at this level. May provide functional guidance in training and assisting less experienced employees.			
40%	Operate the computerized communications console. Maintain excellent customer service with all callers from inside the facility or from outside the facility. Respond to and transfer all calls and determine appropriate disposition. Maintain and update Hospital Directories. Maintain Pager Inventory. Issue/replace pagers according to policy. Activate and deactivate pagers. Maintain inventory records and telecommunication equipment. Maintain multiple telephone directories and databases. Orders all telephone supplies.		
30%	Maintain departmental records, files and updates. Track Annual Performance Appraisals to ensure completion in a timely manner by working closely with department supervisors. Maintain daily sign-in sheets for employee attendance. Track completion of work orders. Contact Plant Operations on overdue/emergency work orders not completed.		
20%	Assist with data entry in various databases. Create, edit or revise General Service's documents and forms in collaboration with supervisors such as department manuals; periodic reports; committee minutes, and miscellaneous memos. Attend General Service's meetings as assigned, take/compose minutes and distribute.		
10%	Assist in distributing incoming mail and attach necessary material for response when appropriate. Prepare copy work including delivery and pick up copy requests from Graphic Arts. Order office supplies monthly and maintain inventory of needs.		

	<p>Assist with inquiries following staff and patient worker injuries as needed. Adhere to record/health information confidentiality including HIPAA requirements. Maintain supervisor's emergency telephone numbers and contact information for General Service's staff. Assist Recycle Coordinator on developing flyers/signage to educate the facility staff on solid waste reduction and recycling.</p>
<p>Other Information</p>	<p>Supervision Received: Hospital General Services Administrator II</p> <p>Supervision Exercised: None</p> <p>KNOWLEDGE AND ABILITIES:</p> <p>KNOWLEDGE OF: Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.</p> <p>ABILITY TO: Perform difficult clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively; provide functional guidance.</p> <p>REQUIRED COMPETENCIES</p> <p>ANNUAL HEALTH REVIEW All employees are required to have an annual health review and TB test or whatever 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 for controlling the spread of pathogens appropriate to job class and assignment.</p> <p>SAFETY Actively supports a safe and hazard free workplace through practice of personal safety vigilance in the identification of safety or security hazards.</p> <p>CPR Maintain current certification as indicated by local facility.</p>

THERAPEUTIC STRATEGIES AND INTERVENTIONS

Applies and demonstrates knowledge of correct methods in the management of assaultive behavior as taught in Therapeutic Strategies and Interventions (TSI).

DIVERSITY, EQUITY, AND INCLUSION

Demonstrates awareness of cultural humility in the workplace to promote fair treatment among fellow staff and patients.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION

Maintain and safeguard the privacy and security of patient's protected health information (PHI) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPPA and all other applicable privacy laws.

THERAPEUTIC RELATIONSHIPS / RELATIONSHIP SECURITY

Demonstrate 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.

SITE SPECIFIC COMPETENCIES

Applies knowledge of modern office methods including various, software applications such as Microsoft Word, Excel, and Access. Effectively interfaces with hospital staff and public to promote timely provision of information/services. Basic knowledge of hospital policies and procedures, and basic operations of the General Services department.

TECHNICAL COMPETENCIES

Applies and demonstrates knowledge of office equipment, e.g., computer and necessary software, calculator, fax and copier.

LICENSE OR CERTIFICATION

N/A

TRAINING CATEGORY - 4

The employee is required to keep current with the completion of all required training.

PHYSICAL DEMANDS – See attached

WORKING CONDITIONS:

Report to work on time and follow procedures for reporting absences. Maintain a professional appearance. Appropriately maintain cooperative, professional, and effective interactions with employees, individuals, and the public.

The employee is required to work any shift and schedule in a variety of settings 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.

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 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's Signature

Date

Reviewing Supervisor's Signature

Date

Physical Requirements of Position
Office Technician (1139)
General Services

Activity	Never/Rarely < 5 min.	Infrequently 5-30 min.	Occasionally 31 min.-2.5 hrs.	Frequently 2.5-5.0 hrs.	Constantly > 5 hrs.	Comments
Interacting/communicating: Face-to-face with public	X					
By phone with public		X				
With inmates, patients, or clients	X					
With co-workers				X		
Supervising staff	X					
Lifting/Carrying						
0 - 10 lbs.			X			
11 - 25 lbs.		X				
26 - 50 lbs.		X				
51 - 75 lbs.	X					
76 - 100 lbs.	X					
100 + lbs.	X					
Sitting					X	
Standing			X			
Walking			X			
Running	X					
Crawling	X					
Kneeling	X					
Climbing	X					
Squatting	X					
Bending (neck)			X			
Bending (waist)		X				
Twisting (neck)			X			
Twisting (waist)		X				
Reaching (above shoulder)		X				
Reaching (below shoulder)			X			
Pushing & Pulling		X				
Power Grasping	X					
Handling (holding, light grasping)			X			
Fine fingering (pinching, picking)		X				
Computer use (keyboard, mouse)					X	
Walking on uneven ground		X				
Driving	X					
Operating hazardous machinery	X					
Exposure to excessive noise	X					
Exposure to extreme temp.	X					
Exposure to dust, gas, fumes, or chemicals	X					
Working at heights	X					