

DUTY STATEMENT



CURRENT
 PROPOSED

CIVIL SERVICE CLASSIFICATION Office Technician (Typing)		WORKING TITLE Office Technician (Typing)		
PROGRAM NAME Division of Workers' Compensation		UNIT NAME SIBTF		
ASSIGNED SPECIFIC LOCATION SACRAMENTO			POSITION NUMBER 400 – 793-1139-695	
BARGAINING UNIT R04	WORK WEEK GROUP 2	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER No	BACKGROUND CHECK No

General Statement

Under the supervision of the Supervising Workers' Compensation Consultant, the Office Technician (Typing) is expected to exercise a high degree of customer service, initiative, and prioritization in performing assigned tasks. The Office Technician performs tasks as follows.

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

Percentage of Time Spent	Duties Essential Job Functions
35%	Processes Applications and issues initial correspondence (Opening Letter) to The Subsequent Injuries Benefits Trust Fund (SIBTF) case-participants pertaining to newly filed cases. Reviews information to determine if new case should be opened. Receives and processes responses from the case-participants. Sends authorizing releases to pertinent organizations for applicable records. Inputs bills to pay vendors. Processes pension requests, social security releases and CalPERS correspondence.
25%	Answers calls on the general-number from the public, mostly SIBTF case-participants. Answers general questions, typically regarding status of payments. Clears voicemail daily. Forwards calls to the appropriate Workers' Compensation Consultant when necessary.
20%	Navigates many sections of the Electronic Adjudication Management System (EAMS). Within EAMS, receives general-addressed SIBTF tasks and works queues and task boxes. Electronically forwards necessary items to the appropriate WCC. Assigns new cases to the proper Case Owner.
15%	Prepares OD Legal hearing calendars for examiners. Prepares documents needed for onboarding new hires and with separating employees; assists employees with attendance-related questions, and works closely with Human Resources in matters pertaining to attendance, transactions and all other HR related matters. Will assist opening, date-stamping, sorting, and dispersal of the daily incoming mail. Will assist with scanning case documents into EAMS and working the completion queue.
Percentage of	Marginal Job Functions

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Time Spent	
5%	Under the guidance / direction of the Supervising Workers' Compensation Consultant will assist with instructions on duties performed. Mail correspondences to SIBTF claimants regarding their benefits and for confirmation of their current address. Assist with packaging, tracking, and mailing documents to remote staff, vendors, and to headquarters. Responsible for submitting supply orders, as necessary.

Conduct, Attendance, and Performance Expectations

DIR adheres to policies, rules, and procedures and incumbent ensures all decisions are technically sound and consistent with departmental goals and procedures.

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. This position requires that the incumbent maintain consistent and regular attendance and arrive at and leave work at the times agreed upon by your supervisor, including returning on time after lunch and break periods.

Effective communication (both orally and in writing) are expected when dealing with the public and/or other employees. Maintaining confidentiality with the medical records is required. The incumbent will develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment and complete assignments in a timely and efficient manner.

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. Once you are a permanent state employee, your work will be evaluated by your immediate supervisor. 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

The Office Technician is supervised by the Supervising Workers' Compensation Consultant but may also receive direction from the Staff Services Manager II.

Supervision Exercised

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

Work Environment

The incumbent works in a cubicle environment in an office setting with artificial light and temperature control. The incumbent is required to work extensively on the computer as necessary for email communication, research, workload management, and processing necessary documents. Confidentiality with medical records must be maintained at all times.

Special Requirements/Other Information

The incumbent must demonstrate the ability to establish and maintain cooperative working relationships with staff at all levels, both within and outside, of DIR to complete work assignments. The

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incumbent must exercise the ability to independently make decisions and perform actions that are required with their workload. The incumbent must demonstrate the ability to use email, desktop applications, and any other software to complete tasks.

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.

Additional Requirements/Expectations

The incumbent must be able to maintain appropriate confidentiality with medical records. The incumbent must be dependable and have the ability to work cooperatively with staff at all levels, both within and outside the Department. The incumbent must have the ability to communicate effectively in order to complete work assignments.

Personal Contacts

The incumbent has contact with staff at all levels within the Department, as well as external stakeholders such as Applicant Attorneys, claimants, medical providers, and others that may have pertinent information on the work done.

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

Employee Sign 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

Supervisor Sign Date

HUMAN RESOURCES OFFICE APPROVAL

C&S Analyst Initials

Approval Date