

Department of Consumer Affairs

Position Duty Statement

HR-041 (R. 7/2015)

Classification Title Office Technician (Typing)	Board/Bureau/Division Board of Behavioral Sciences (Board)
Working Title Registration Technician	Office/Unit/Section / Geographic Location Registration / Sacramento
Position Number 633-110-1139-811	Name and Effective Date

General Statement: Under the general direction of the Supervisor I, the Office Technician (Typing) (OT) performs the required duties that are essential to the effectiveness of the Board’s Registration Unit. Specific duties include, but are not limited to the following:

A. SPECIFIC ASSIGNMENTS [Essential (E) / Marginal (M) Functions]

85% Application Review/Support Staff (E)

Independently verify all applications received by cashiering, itemizing, sorting, and prepping files for Analysts. Track applications to ensure all received. Use Excel to monitor and keep track of work received and worked, to ensure all applications are complete. Prep files for scanning and attach to Breeze record for Analysts to work. (40%)

Prep and scan any incidental documents received by the Board to the applicant’s Breeze record. (15%)

Process Supervisor Self-Assessment Report forms. (15%)

Monitor the Board’s Transcripts and Box accounts. Download transcripts and certifications and move documents into the Board’s shared drive. (10%)

Acquire and maintain office supplies for the Registration Unit. Ensure the proper inventory levels are maintained for the unit. (5%)

15% Respond to Licensing Inquiries (E)

Communicate with applicants via telephone and email inquiries received to assist with questions regarding the status of their application, the breakdown of the complex registration process, registration requirements and completion of appropriate forms. Respond to email and telephone inquiries received from candidates regarding legal and procedural requirements for registration and other issues. Independently prepares original written correspondence using personal computer.

B. Supervision Received

The OT reports directly to and receives the majority of assignments from the Supervisor I; however, directions and assignments may also come from the Executive Officer (EO) or the Assistant Executive Officer (AEO).

C. Supervision Exercised
None

D. Administrative Responsibility
None

E. Personal Contacts
On a daily basis, the OT interacts over the telephone and by e-mail with the public, applicants, employers or supervisors, attorneys, out-of-state licensing boards, professional organizations, and other governmental agencies, Board staff, and management.

F. Actions and Consequences
Failure to implement and maintain effective procedures and practices could result in the day-to-day operations of the office being disrupted and the Board's inability to fulfill its mission-critical activities related to the regulation of this profession for the protection of the consumer public.

G. Functional Requirements
The OT must type at a speed of not less than 40 words per minute from ordinary manuscript, printed or typewritten material. No specific physical requirements are present: the incumbent works 40 hours per week in an office setting, with artificial light and temperature control. The ability to use a personal computer and telephone is essential. The position requires bending and stooping to retrieve files, walking, and occasional light lifting, up to 20 pounds. Sitting and standing requirements are consistent with office work. Ability to professionally and courteously handle calls/correspondence from the public is essential. Regular attendance and punctuality are an essential part of this job.

H. Other Information
The OT must possess good 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. The OT must also use strong interpersonal skills to support the achievement of the goals and objectives of the EO and the Board and maintain good working relationships with staff and management. The individual occupying this position is expected to always maintain the privacy and confidentiality of such information at all times.

Criminal Offender Record Information (CORI)

This position has access to Criminal Offender Record Information (CORI). Title 11, Section 703(d) of the California Code of Regulations requires criminal record checks of all personnel who have access to 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.

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 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.)

Employee Signature Date

Printed Name and Classification

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

Supervisor Signature Date

Printed Name and Classification