

Department of Consumer Affairs

Position Duty Statement

HR-41 (Revised 7/2015)

Classification Title	Board/Bureau/Division
Office Technician (Typing)	Dental Hygiene Board of California
Working Title	Office/Unit/Section/Geographic Location
Receptionist/Cashier	Licensing Unit/Sacramento
Position Number	Name and Effective Date
641-110-1139-XXX	

General Statement: Under general supervision of the Supervisor I (Licensing Manager) of the Dental Hygiene Board of California (DHBC), the Office Technician (Typing) OT (T) is responsible for reception, cashiering, and maintaining accurate records and data for the Board. Duties include, but are not limited to, the following:

A. Specific Assignments [Essential (E) / Marginal (M) Functions]:

40% (E) Reception and Mail Processing

- Oversee the office front counter including the greeting and assisting walk-in visitors (e.g. licensees and the public) and delivery personnel. Respond to general requests for information. Answer Microsoft Teams telephone calls from internal and external stakeholders and transfer calls to the appropriate staff.
- Process all daily mail received by the Board. Open, sort, screen, date stamp, log, and distribute all incoming mail, including interoffice mail, certified/express mail and confidential documents. Distribute and/or hand deliver mail to the appropriate staff member or unit. Prepare and send outgoing mail, including printing and inserting letters and notices.

25% (E) Filing, Scanning, Attaching Documents to BreEZe, and Records Retention

- Scan mailed applications and upload/attach documents in Board's licensing system, BreEZe. Verify accuracy of scanned files.
- Review documents according to the Board's retention schedule and destroy those no longer required to be retained.
- Sort, copy, and file high volumes of documents, including applications and correspondence.

20% (E) Lead Cashier and Data Entry

- Enter fees and application data into BreEZe for examination and licensure applications, license renewals, duplicate licenses, retired licenses, certification of licensure, address/name changes, Statutory booklets, and more.
- Post cashiered items to the correct accounts and fiscal years and maintain logs for current and past fiscal periods.
- Review exception reports and send licensees typed deficiency notices.
- Process refund requests, returned payments, revenue transfers, and reconcile dishonored checks and un-cleared collections.
- Follow all SAM (State Administrative Manual) and DCA (Department of Consumer Affairs) cashiering policies and procedures; Communicate cashiering issues to program lead or management.

- Review license renewal forms for completeness and issue deficiency notices and send new renewal forms to licensee as needed.

10% (E) Renewal Survey: Collect, Evaluate and Report Data for RDH

- Review and verify completeness of the surveys received from central cashiering and manual renewals.
- Enter survey data into BreZE and assist program lead or management with compiling data for annual reporting for the DHBC and to the Office of Statewide Health Planning and Development.

5% (E) Administrative Support

- Assemble and mail meeting packets. Create typed memorandums, letters, and other correspondence. Track, inventory, and order office supplies. Obtain quotes, prepare supply lists, and purchase orders for management.
- Assist with other administrative tasks as needed.

B. Supervision Received

The OT (T) is under the supervision of Supervisor I (Licensing Manager) and may also receive direction from other Supervisors and the Executive Officer.

C. Supervision Exercised

None.

D. Administrative Responsibility

None.

E. Personal Contacts

The OT (T) will have frequent contact with all levels of Board staff, routinely with the Board's general licensing population, various members of the Department of Consumer Affairs, and the public.

F. Actions and Consequences

Failure to satisfactorily perform the above-listed duties could result in a backlog of applications and correspondence, delaying critical Board processes. Failure to exercise good judgment when responding to requests for information and handling sensitive and confidential issues could result in information being released to unauthorized persons, violating Government Code, and jeopardizing the integrity of the Board.

G. Functional Requirements

The OT (T) works up to 40 hours per week in an office setting, with artificial light and temperature control. Restrooms are off-site, but in the building and the office has a two-single doorway entrance that the OT (T) must physically open; there is no access to an automatic door entry. The incumbent must have the ability to use a personal computer with Microsoft Excel, Word, and PowerPoint, and other software, e-mail, and Internet. The ability to effectively use a calculator, copier, fax machine, shredder, and telephone is essential. The position may require bending and stooping to retrieve files; walking, sometimes outdoors in inclement weather; and occasionally lift 20 lb. boxes. Incumbent is required to type a minimum of 40 words per minute.

H. Other Information

The OT (T) should have the ability to spell correctly and use proper grammar, make simple mathematical computations, operate various office machines and equipment,

follow written and oral direction, evaluate situations accurately, and take effective action. Regular attendance and punctuality are an essential part of this job.

Exercises good judgment in decision-making, creativity and flexibility in problem identification and resolution, and manages time and resources effectively. Works well with others, under changing priorities, and works irregular hours when workload dictates. Regular attendance and punctuality are essential. Incumbent must possess good written and verbal communication skills and able to utilize current technology (e.g., laptop computer, tablet, telephone etc.) for program purposes. Cultural sensitivity to work effectively with applicants from various countries or individuals whom English is their second language.

Title 11, section 703 (d) of the California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (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

Employee's Printed Name, Classification 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 Signature Date

Supervisor's Printed Name, Classification Date

New (6/2026)