

State of California
DUTY STATEMENT



MSH3002 (Rev. 9/26/16)

Employee Name		RPA Control No.#	C&P Analyst Approval FA	Date 03/09/2026
Position No / Agency-Unit-Class-Serial 487-435-1139-		Division DSH - Metropolitan		
Class Title Office Technician (Typing)		Unit Clinical Laboratory		
SUBJECT TO CONFLICT-OF-INTEREST CODE ☐ Yes ☒ No		CBID R04	WORK WEEK GROUP 2	PAY DIFFERENTIAL WORKING HOURS 0730-1600

The Department of State Hospital's mission is to provide evaluation and treatment in a safe and responsible manner, and seek innovation and excellence in hospital operations, across a continuum of care and settings. You are a valued member of the Department's team. You are expected to work cooperatively with team members and others to enable the department to meet these goals and provide the highest level of service possible. Your efforts to treat others fairly with dignity and respect are important to everyone with whom you work.

BRIEFLY DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Performs a variety of General Office work. Receive and screen telephone calls and visitors, use considerable judgment in providing factual information in response to numerous inquiries; establish and maintain confidential and patient files and prepare summaries of data pertinent to the work of the Supervisor or the Clinical Laboratory.

% OF TIME PERFORMING DUTIES	INDICATE THE DUTIES AND RESPONSIBILITIES ASSIGNED TO THE POSITION AND THE PERCENTAGE OF TIME SPENT ON EACH. GROUP RELATED TASKS UNDER THE SAME PERCENTAGE WITH THE HIGHEST PERCENTAGE FIRST; PERCENTAGE MUST 100% TOTAL. (Use additional sheets if necessary.)
45%	ESSENTIAL FUNCTIONS Administrative Operations & LIS Management - Performs a variety of clerical works; types of laboratory procedure manuals, responsible for timekeeping attendance records of laboratory personnel, writes routine correspondence, billing charges of all send out laboratory tests performed on a daily basis. - Exercises initiative and independent in managing the Laboratory Information System (LIS). - Executes specimen accessioning accurately enters patient data, test orders, and insurance information into the electronic record system. - Monitors and tracks laboratory "Turnaround Time" (TAT) reports to identify and resolve clerical bottlenecks.
30%	Regulatory Compliance & Record Keeping - Maintains comprehensive filing systems for clinical records, quality control logs, and equipment maintenance schedules in compliance with CLIA, TJC, and State standards. - Coordinates the distribution of laboratory reports to medical units and ensures appropriate archiving of sensitive patient biological data. - Prepares and purges records according to state hospital retention policies.

20%	Communication & Departmental Support • Serves as the primary point of contact for physician inquiries regarding test status and specimen requirements. • Coordinates with external reference labs for specimen transport and result retrieval. • Manages laboratory supply inventory and processes procurement requests to ensure uninterrupted clinical operations. 5% Marginal Functions • Attends mandatory staff meetings and takes minutes for laboratory safety committee meetings. • All other duties and special projects assigned are consistent with this classification.
Other Information	SUPERVISION RECEIVED • Under the general direction of the Supervisor/Manager of the Clinical Laboratory. SUPERVISION EXERCISED • N/A <u>KNOWLEDGE AND ABILITIES</u> KNOWLEDGE OF: Medical Terminology, modern office supplies and equipment. Business English correspondence. Principles of effective training. ABILITY TO: Type at a speed of not less than 40wpm from ordinary manuscript, printed or typed material; spell correctly; use good English and basic Math as needed; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; 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. Meet and deal tactfully with the public. <u>REQUIRED COMPETENCIES</u> PHYSICAL The incumbent must possess the necessary physical, mental and cognitive abilities to perform the highly specialized analytical work needed to carry out the essential duties of the position. This includes but is not limited to working with computer software and hardware, bending, stooping, twisting, walking on irregular surfaces, pushing and pulling up to 25 pounds, lifting and carrying up to 25 pounds, and repetitive fine motor and hand motion.

SAFETY

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards, including infection control.

CULTURAL AWARENESS

Demonstrates awareness to multicultural issues in the workplace, which enables the employee to work effectively.

CPR

Maintains current certification.

SITE SPECIFIC COMPETENCIES

- The ability to work with people. Communication skills, both verbal and written regarding hospital training policies and procedures.
- Knowledge of MSH Escort and basic computer skills
- Knowledge of confidentiality regarding Hospital issues
- Knowledge of clinic scheduling procedures

TECHNICAL PROFICIENCY (SITE SPECIFIC)

- Applies and demonstrates knowledge of Microsoft Windows, Microsoft Word, Outlook, Access, Excel and PowerPoint, LIS system.

LICENSE OR CERTIFICATION

- Not applicable

TRAINING - Training Category = Type II General

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

THERAPEUTIC STRATEGIC INTERVENTION (TSI)

Supports safe working environment; practices the strategies and intervention that promote a therapeutic milieu; applies and demonstrates knowledge of correct methods in the management of assaultive behavior. Training provided during new employee orientation.

WORKING CONDITIONS**EMPLOYEE IS REQUIRED TO:**

- Report on time and follow procedures for reporting absences.
- Maintain a professional appearance.
- Appropriately maintain cooperative, professional, and effective interactions with employees, patients/clients, and the public.
- Comply with hospital policies and procedures.

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

All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and can safely perform their essential job functions.

Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work.

The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times.

The Department of State Hospitals provides support services to facilities operated within the Department. The required function of this position is to consistently provide exceptional customer service to internal and external customers.

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's 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.

Lemuel Santos
Laboratory Supervisor/Manager

Date

Dr. Zakaria Boshra
Chief; Primary Care Services
Medical Services Program Director

Date