

DUTY STATEMENT
DSH3002 (Rev. 01/2020)



California Department of
State Hospitals

Box reserved for Personnel Section

	RPA #	C&P Analyst Approval	Date
Employee Name	Division Department of State Hospitals-Patton		
Position No / Agency-Unit-Class-Serial	Unit Human Resources		
Class Title Office Technician (Typing)	Location Staff Development Center		
Subject to Conflict of Interest ☐ Yes ☒ No	CBID R04	Work Week Group: 2	Pay Differential N/A
Other N/A			
Under the general supervision of the HR Onboarding Manager/Training Officer and the Supervising Registered Nurse(s) the Office Technician (Typing) functions as the Staff Development Center secretary and performs a variety of difficult office and clerical work in accordance with the hospital's training requirements. The Office Technician (Typing) is responsible for keeping their immediate supervisor informed of any matters that may require supervisory and/or management involvement. The Office Technician (Typing) competently operates a variety office equipment, follows written and oral directions, demonstrates the ability to evaluate situations accurately and take effective action, reads and writes English at a level required for successful job performance, utilizes correct spelling and grammar in written and oral correspondence. Demonstrates exceptional customer service, and completes other clerical duties as assigned. The Office Technician (Typing) demonstrates interest in assuming increasing responsibility.			
% of time performing duties			
40%	<u>MAJOR TASK DUTIES AND RESPONSIBILITIES</u> TYPING AND COMPUTER WORK Performs an extensive variety of typing assignments including but not limited to generating reports, proofreading, creating class codes & sign in sheets, forms, generating compliance reports/statistics, drafting and editing correspondence, posting schedules/calendars, tables, training & telephone rosters. Performs as the primary source of the scheduling of staff members for various training courses. Scheduling requires typing and inputting names into Staff Development Center registration database & maintaining accurate registration records. Record minutes of department and committee meetings, sending meeting schedule notices and reminders out to members on an ongoing basis. Finalize minutes and prepare agenda for upcoming meetings.		

30%	Prepares monthly sign in sheets for Staff Development Center. Submit daily Attendance report to Central Nursing Services. As necessary, take inventory, track, compile, and type all documents required to order office supplies and/or training materials for the department in a timely manner. Assist and prepare the department's print shop training orders to facilitate training of hospital staff.
25%	GENERAL OFFICE, COMMUNICATION, AND RECORD KEEPING FUNCTIONS. Apply specific laws, rules, office & hospital policies and procedures. Duplicates material using photocopying equipment for training materials, handouts, sign in sheets, etc. In addition, maintains an accurate inventory of all training materials and ensures that adequate stock is available. Receives and refers visitors and telephone calls. Distributes mail, messages, and paychecks when necessary, recording the receipt, suspense, and completion dates as appropriate. Provides and maintains various record keeping and filing systems, such as reviewing documents, classifying, prioritizing, sorting, and filing of various documents, and necessary purging. Monitor and schedule regular maintenance of office equipment. When necessary, interact with the appropriate departments and/or outside vendors, regarding repair work. Clearly document all communications related to the repair of office equipment and communicate equipment needs to Training Officer and/or Supervising Registered Nurse(s). Communicates effectively and professionally to provide guidance to Patton employees and the public. Assists Training Officer/Supervising Registered Nurse(s) in facilitating the coordination of the training related events, including but not limited to: Annual Forensic Conference, Annual Forensic Symposium, Supervisor's Training.

	On a monthly basis or as needed, send out all training schedules hospital wide via email, generate and send out monthly compliance reports and other training related reports. Complete additional clerical duties, equipment and room maintenance as assigned.
5%	Other duties as assigned.
	<u>OTHER INFORMATION</u> 1. SUPERVISION RECEIVED Under the direct supervision of the Training Officer/HR Onboarding Manager, may also receive instruction from the Supervising Registered Nurse and/or the Human Resources Director. 2. SUPERVISION EXERCISED None 3. KNOWLEDGE AND ABILITIES KNOWLEDGE OF: Modern office methods, supplies, and equipment; business English and correspondence; principles of effective training. Hospital policies, rules, and regulations, keeping accurate records; various computer programs; the role of the Staff Development Center as it relates to the organizational structure of the hospital. ABILITY TO: Performs difficult clerical work, including ability to spell correctly, use proper English; make arithmetical computations; 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 to keep accurate records; meet and deal tactfully and professionally with the public; apply specific laws, rules and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary; type at a speed of not less than 40 words per minute. 4. REQUIRED COMPETENCIES INFECTION CONTROL Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.

SAFETY

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety/security hazards.

THERAPEUTIC OPTIONS/STRATEGIES AND INTERVENTIONS

(TO/TSI): Supports safe working environment; practices the strategies and interventions that promote a therapeutic milieu; applies and demonstrates knowledge of correct methods in the management of assaultive behavior in accordance with policy.

CULTURAL AWARENESS

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

SITE SPECIFIC COMPETENCIES

- Ability to work with people, disseminate information clearly and concisely to staff and the public.
- Using personal initiative, observes the need for administrative or procedural notices or instructions to the staff, prepares the necessary issuances, and presents them for signature.
- Duties are performed within the framework of established procedures. The incumbent is expected to seek guidance on problems or unfamiliar situations.
- Assist in maintaining the Learning Management System (LMS)/DSH Learn, MOODLE, including but not limited to uploading files from the course creator.
- Assist TO/SRN on special projects, including but not limited to Annual Forensic Conference, Forensic Symposium, Supervisor's Training, and other related training projects.

TECHNICAL PROFICIENCY (SITE SPECIFIC)

Applies and demonstrates knowledge of Microsoft Office, Microsoft Word, Outlook, Access (Position Control), Excel, PowerPoint, Teams, and Webex.

5. LICENSE OR CERTIFICATION

Possession of valid typing certificate confirming typing speed of not less than 40 words per minute (wpm).

6. TRAINING- Training Category: Training Level 3.

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

7. OTHER INFORMATION:

The work is primarily sedentary. However, there may be some walking, standing, bending, carrying of light items such as papers, books, small parts, or driving an automobile/cart.

Report to work on time and follow procedures for reporting absences. Regular and consistent attendance is critical to the successful performance of this position.

The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers; maintain a professional appearance; and comply with hospital policies and procedures.

The employee is required to work any shift and schedule in a variety of settings and security areas 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 are able to safely perform their essential job duties.

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.

Supervisor's Signature

Date

Reviewing Supervisor's Signature

Date