

DUTY STATEMENT
CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS

PART A	
Position No: 575-345-1139-001	Date:
Class: Office Technician (Typing)-Clinic	Name:
Under the direction of the Supervising Registered Nurse I, the incumbent will perform the following duties:	
Percentage of time performing duties:	ESSENTIAL FUNCTIONS
40%	Answers telephone and takes messages. Communicate with public, residents and staff, answer questions and concerns. Forward calls to appropriate staff. Schedule clinic appointments for: Physicians, Nurse, Dermatology, Audiology, Podiatry, Optometry, Dental Psychiatry, Labs and others in near future. Track and monitor reports from contracted services. Reschedule missed appointments. Provide schedules to outside contracted services and faxes consultation referrals, history & physical and medication list. Call and confirm the schedule with contracted services. Report any problems with aides to specialty services. Input database in Meditech and Access. Print daily Census and New Admissions for clinic staff and supervisor. Verify all billing statements from contracted services, confirm residents were seen for services and directed to Management Service Technician. Responsible for ordering and tracking prescription eyeglasses for all residents every fiscal year.
25%	Update schedule on a daily basis. Maintain charts with proper forms, reports, and charge slips. Ensure Physicians receive reports for outside specialty services. Type and create forms for clinic staff. Collect charge slips and register clinic appointments in Meditech. Route charge slips to Medical records and copies to Reimbursements.
20%	E-mail clinic schedule to appropriate staff. Print out list of resident's names for medical records to pull charts one day prior to their appointments. Pick-up charts every morning. Gather charts during the day for medication refills. Addressograph all forms for medical chart. Schedule urgent outside appointments and arranges transportation for the residents. Keep an updated emergency log book. Prepare chart with forms for Pre-physicals.
10%	Responsible for ordering supplies. Ensure clinic is well stocked with Physician and Nursing forms. Help escort residents back to their building. Submit work orders for any repairs in the clinic. Report any clean ups to housekeeping.
NON-ESSENTIAL FUNCTIONS	
5%	Other related duties as assigned.

Position No: 575-345-1139-001		Date:			
Class: Office Technician (Typing)-Clinic		Name:			
PART B - PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
VISION: View computer screen, review mail; prepare various forms, proofread documents; receive visitors.					X
HEARING: Answer telephone; receive and announce visitors; answer inquiries and provide information.					X
SPEAKING: Answer telephone; receive and announce visitors; answer inquiries and provide verbal information; communicate to staff, residents and the public in person and via telephone; interact in meetings.				X	
WALKING: Distribute mail; distribute information; copy documents.			X		
SITTING: Work station; meetings; training.			X		
STANDING: Copy documents; distribute mail.			X		
BALANCING:		X			
CONCENTRATING: Answer multiple telephone lines; determine needs of callers and provide information; prepare various forms and documents.					X
COMPREHENSION: Understand needs of callers; content of meetings, trainings and work discussions; understand policies and procedures.					X
WORKING INDEPENDENTLY: Must be able to work alone without much guidance or interaction from other staff at times.					X
LIFTING UP TO 10 LBS:				X	
LIFTING 10-25 LBS:		X			
LIFTING 25-50 LBS:		X			
FINGERING: Push telephone buttons; personal computer; copier.					X
REACHING: Answer telephone; distribute mail; use a mouse; retrieve documents from printer.					X
CARRYING: Distribute mail; documents.			X		
CLIMBING: Stairs.		X			
BENDING AT WAIST: Use copier; access low file drawers.			X		
KNEELING: Access low file drawers.			X		
PUSHING OR PULLING: Mail cart or deliveries.					
HANDLING: Sort and distribute mail; type.		X			
DRIVING: May be required to drive to/from training or special engagements.		X			
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax; inserter machine; postage machine.					X
WORKING INDOORS: Enclosed office environment.					X
WORKING OUTDOORS: Special events.		X			
WORKING IN CONFINED SPACE: File, supply, storage rooms, etc.		X			

I have read and understand the duties listed on this Duty Statement and I can perform these duties with or without reasonable accommodation. (If reasonable accommodation may be necessary, discuss any concerns with the Equal Employment Opportunity Office.)

Employee signature _____ Date _____

Supervisor signature _____ Date _____

Human Resources signature _____ Date _____