

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services		POSITION NUMBER (Agency – Unit – Class – Serial) 042-410-1139-001				
UNIT NAME AND CITY LOCATED Business Services Healthcare Invoicing Section – Elk Grove Program Support Team		CLASSIFICATION TITLE Office Technician (Typing)				
		WORKING TITLE				
		COI Yes ☐ No ☒	WORK WEEK GROUP 2	CBID R04	TENURE LT	TIME BASE FT
SCHEDULE (Telework may be available): 8:00 AM to 5:00 PM. (Approximate only for FLSA exempt classifications)		SPECIFIC LOCATION ASSIGNED TO 8280 Longleaf Drive, Elk Grove – Headquarters				
INCUMBENT (If known)		EFFECTIVE DATE				
California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (CCHCS) are committed to transforming the correctional landscape to create safer, more professional, and more fulfilling environments for our employees, the incarcerated population, and those supervised in our communities. Through systemwide improvements grounded in proven and emerging practices, we aim to strengthen rehabilitation, enhance workplace satisfaction, and support successful reentry into the community through our institutions, parole, and community partnerships. Our shared mission is to promote safety, wellness, and human dignity while fostering positive change for all those who live and work within our institutions and communities. CDCR and CCHCS are committed to building an inclusive respectful workplace. We are determined to attract and hire candidates from all communities and empower employees from a variety of backgrounds, perspectives, and personal experiences. We are proud to foster inclusion and drive collaborative efforts at all levels of the Department. Across our organization, our programs work cooperatively to provide the highest level of health care possible to a diverse correctional population. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of the CDCR and CCHCS mission.						
PRIMARY DOMAIN:						
Under general supervision of the Supervisor I, the Office Technician (Typing) provides a variety of support services on the Program Support Team within the Health Care Contracts and Claims Management Branch (HCCCMB), Healthcare Invoicing Section (HIS). The duties and responsibilities require excellent clerical and people skills, as this position serves as the initial point of contact for the public, vendors, health care providers, and guests via phone, mail, e-mail, and in person. Specific amounts of overtime, travel and institution visits may vary.						
% 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. <i>(Use addition sheet if necessary)</i>					
	ESSENTIAL FUNCTIONS					
35%	Receives and processes incoming mail, express packages, and documents as per incoming mail policies and procedures regarding manual claims, appeals, confidential mail, and special deliveries. Opens, reviews, sorts, date stamps, batches, imports, indexes, and distributes manual claim invoices to designated staff, documents the number of incoming invoices for tracking, assignment, and statistical purposes and thereby commences the timelines for processing payments in accordance with established contractual agreements with health care providers and in compliance with the Prompt Payment Act. Coordinates intradepartmental and external mass mailings.					

30%	Provides general clerical support including faxing, copying, word processing. Assists callers and visitors, such as vendors, employees, and general public, by cordially greeting, listening attentively, and personally resolving inquiries or redirecting them to appropriate staff for resolution. Answers HIS helpdesk, returns, and logs phone calls utilizing various Third Party Administrator (TPA) portals. Assists providers via telephone and email to resolve basic healthcare claim status questions/issues at the lowest level. Responsible for maintaining HIS Manual Claims Team and Data Team shared mailbox, communicating with numerous internal/external stakeholders, and assigning data requests to appropriate staff.
30%	Uses a personal computer on a daily basis to input data on spreadsheets and SharePoint, write e-mails, and schedules and arranges meetings by notifying participants, reserving meeting rooms, and preparing meeting handouts. Ensures that meeting rooms are setup, have the number of required chairs and equipment, attends meetings, and takes notes. Coordinates system upgrades with Information Technology for the HCCCMB. Maintains supply inventory and coordinates orders and deliveries with Business Operations when additional supplies are needed. Independently completes and submits training request forms for management approval, enrolls staff in training, and tracks staff's completion of training courses. Assists with preparing and distributing training materials for all staff.
5%	Prepares orders for new equipment and special-order supplies. Perform other duties as assigned. Participates in activities to implement new programs as needed.
	KNOWLEDGE AND ABILITIES <i>Knowledge of:</i> Modern office methods, supplies and equipment; business English and correspondence; and principles of effective training. <i>Ability to:</i> Perform difficult clerical work, including ability to spell correctly; use good 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 and keep difficult records; meet and deal tactfully with the public; 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. DESIRABLE QUALIFICATIONS Excellent verbal and written communication skills; ability to prioritize work on multiple tasks and manage time; a willingness to learn new skills and the ability to quickly grasp new concepts. High degree of professionalism and tact, and a good working knowledge of State and departmental organization, policies, and procedures. SPECIAL REQUIREMENTS OR CONTINUING EDUCATION REQUIREMENT • CCHCS does not recognize hostages for bargaining purposes. CCHCS and CDCR have a "NO HOSTAGE" policy and all incarcerated patients, visitors, nonemployees, and employees shall be made aware of this. • Ability to: Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material. SPECIAL PHYSICAL CHARACTERISTICS • Persons appointed to this position must be reasonably expected to exert up to 20 lbs. of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Involves sitting most of the time but may involve walking or standing for brief periods of time.

	SPECIAL PERSONAL CHARACTERISTICS • Influence change and strengthen the community. Set an example each day through positive and pro-social role modeling, utilizing dynamic security concepts. • Willingness to play a significant role in the collaborative efforts toward rehabilitation and public safety enhancement. • Ability to facilitate conversations as a coach and mentor, engaging in a respectful and understanding manner. • Ability to build trust, improve communication, and assist with the transformation of correctional culture. • A demonstrated interest in assuming increasing responsibility.	
SUPERVISOR'S STATEMENT: <i>I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE</i>		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: <i>I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT</i>		
The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.		
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE