

**State of California
DUTY STATEMENT**



California Department of
State Hospitals

MSH3002 (Rev. 9/26/16)

RPA Control No.#		C&P Analyst Approval FA		Date 4/11/2023
Employee Name		Division DSH- Metropolitan		
Position No / Agency-Unit-Class-Serial 487-		Unit		
Class Title Office Technician - Typing		Location Program 3		
SUBJECT TO CONFLICT OF INTEREST CODE ☐ Yes ☒ No	CBID R04	WORK WEEK GROUP 2	PAY DIFFERENTIAL	WORKING HOURS

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.

Under the direction of the Program Director or Designee, the Office Technician-Typing (OT-T) performs a variety of general office and clerical work in support of the Hospital's Vision, Mission, Goals, and Values. The Office Technician is expected to consistently exercise a high degree of self-initiative and independence when performing assigned tasks. Assigned duties are primarily performed in the Program Office, units, nursing stations, and conference rooms.

% 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 TOTAL 100%. (Use additional sheet if necessary.)
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55%

ESSENTIAL FUNCTIONS

Performs a wide variety of general office and clerical work to include but not limited to:

GENERAL OFFICE, COMMUNICATION AND RECORD KEEPING FUNCTIONS

- Attends meetings and is responsible for taking minutes for various meetings
- Duplicates materials using photocopying equipment, coordinates service and maintenance with vendor / hospital department
- Utilizes the fax machine, coordinates service and maintenance with vendor / hospital department
- Answers phones in a professional manner, responds to information requests, and directs calls as appropriate
- Provides and maintains various record keeping and filing systems
- Maintains office files, office equipment, various appointment / event calendars
- Complete and /or submit transfer of equipment requests
- Prepares forms / paperwork required for transfers, outside medical hospitalizations, emergency situations
- Completes and submits office supply request
- Distributes incoming mail and collects outgoing mail

- Completes Incident Report Audit Process and audit tools
- Completes the Compound Privilege Pass request process for patient grounds and ensures patient identification tags are processed
- Initiate and complete monthly 7 Minute Trainer Process for clinical disciplines and management staff
- Maintain staff files and purge files when needed
- Initiate and prepare 681's monthly and file into retention binders
- Collect Program records and files while maintaining an organized filing system

TYPING AND COMPUTER WORK

- Maintains electronic computer files / logs
- Data entry
- Maintains accurate daily sign in sheets for employees
- Typing of meeting minutes and / or documents and distributes to committee members
- Completes and submits Client Services Ticket for IT requests
- Completes and submits electronic work orders
- Maintains and updates Program Binders, Administration / Nursing Manuals
- Maintain and check fire extinguishers located within the Program

40%

MARGINAL FUNCTIONS

Responsible for understanding and demonstrating DSH Vision, Mission, Goals, and Values.

All other duties and special projects as assigned consistent with this classification.

5%

Other Information	SUPERVISION RECEIVED • The Office Technician (T) is under the direction of the Program Director or designee. SUPERVISION EXERCISED • Not Applicable <u>KNOWLEDGE AND ABILITIES</u> KNOWLEDGE OF: Modern office methods, supplies and equipment; business English and correspondence; principles of effective training. ABILITY TO: 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 <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, climbing up and down stairs, pushing and pulling up to 25 pounds, lifting and carrying up to 25 pounds, and repetitive fine motor and hand motion. MENTAL The incumbent must be able to understand and follow safety procedures; read, understand, follow and enforce safety procedures; understand verbal instructions; understand written and verbal communications; add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; deal with problems involving several concrete variables in standardized situations. 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 • Exercise confidentiality in handling sensitive issues as well as all matters pertaining to patient information. TECHNICAL PROFICIENCY (SITE SPECIFIC) • Applies and demonstrates knowledge of: Microsoft Windows, Excel, Microsoft Word, Microsoft Outlook, and office machines.
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LICENSE OR CERTIFICATION

- Typing certificate

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 to work 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 are able to 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. A 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.

Supervisor's Signature

Date
