

State of California
DUTY STATEMENT



MSH3002 (Rev. 9/26/16)

RPA Control No.#		C&P Analyst Approval FA		Date 4/18/2023
Employee Name		Division DSH - Metropolitan		
Position No / Agency-Unit-Class-Serial 487-440-1139-		Unit		
Class Title Office Technician (Typing)		Location Medical Services		
SUBJECT TO CONFLICT OF INTEREST CODE ☐ Yes ☒ No	CBID R04	WORK WEEK GROUP 2	PAY DIFFERENTIAL	WORKING HOURS 0800-1630

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 advanced 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 administrative files and prepare summaries of data pertinent to the work of the Supervisor or the office.

% 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.)
	<u>ESSENTIAL FUNCTIONS</u>
40%	Assists, prepares reports, and excel spreadsheets for the Chief Physician & Surgeon, Supervising Registered Nurse, and the Office Services Supervisor II. Type correspondence and take minutes. Prepare and maintain files for the Medical Services Administration office. Assists the Outpatient Desk with various tasks. Performs data entry for Medical Services, Employee Health and Public Health office. Schedules pre-employment health screenings, creates and maintains employee health files, documents birth month and initiate forms for needed tests (TB/Vaccinations). Tracks pre-employment physicals for completeness. Liaison between Health & Safety and Human Resources (HR) for clearance of pre-employment physicals. Process "walk ins" for Employee Health, pull charts, ensures that proper forms are completed and accurate. Maintain and update forms for Employee Health related forms and Medical Industrial Providers. Filing employee records.
35%	Performs general office work for Employee Health, Medical Services Administration and the Chief Physician and Surgeon such as data entry, audits, filing, answer phones, and distributing reports to various departments throughout the hospital. Maintain confidential databases for Employee Health and Medical Services Administration Supervisors. Generates necessary reports for Quality Assurance and Improvement.
20%	Prepare and maintain files for patient records and the office. Tabulate audit data for Chief Physician & Surgeon, Supervising Registered Nurse and Office Services Supervisor II in

Medical Services. Update manuals and Nursing Policies binders. General office work for all of the Medical Services department.
Back up Office Assistant for scheduling and billing. Maintain office equipment. Participate in ordering office supplies for the department. Update manuals for Medical Services as needed. Mail/screen incoming and outgoing correspondence. Sort, stamp and distribute mail to recipient staff.

MARGINAL FUNCTIONS

5%

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

Other
Information

SUPERVISION RECEIVED

- Under the general Supervision of the Supervising Registered Nurse and the direct supervision of the Office Services Supervisor II in Medical Services.

SUPERVISION EXERCISED

- N/A

KNOWLEDGE AND ABILITIES

KNOWLEDGE OF: 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.

REQUIRED COMPETENCIES

PHYSICAL

The incumbent must possess the necessary physical, mental and cognitive abilities to perform the highly specialized 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

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 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.

Office Services Supervisor II Signature

Date
