

DUTY STATEMENT



☐ **CURRENT**
☐ **PROPOSED**

CIVIL SERVICE CLASSIFICATION Student Assistant		WORKING TITLE Student Assistant		
PROGRAM NAME Division of Workers' Compensation			UNIT NAME Medical - QME	
ASSIGNED SPECIFIC LOCATION Oakland				POSITION NUMBER 400- 604-4870-XXX
BARGAINING UNIT R04	WORK WEEK GROUP 2	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER Yes	BACKGROUND CHECK No

General Statement

Under the direct supervision of the Supervising Workers' Compensation Consultant (SWCC), the Student Assistant assists the public, files sensitive documents, and enters data in compliance with regulations related to the Division of Workers' Compensation Qualified Medical Evaluators processes.

Candidates must be able to perform the following essential functions with or without reasonable accommodation:

Percentage of Time Spent	Duties <u>Essential Job Functions</u>
40%	Responsible for performing general office duties including filing (paper and electronic), scanning, copying, and document organization. The incumbent will maintain and update files, logs, and tracking systems to ensure accuracy and accessibility. Assists with data entry and basic recordkeeping tasks including, but not limited to, preparation of routine documents, forms, and correspondence, as directed.
25%	Receives, sorts, and distributes incoming mail and packages. Prepares outgoing mail, including labeling, sealing, and routing materials as necessary. Assists with scanning and electronic routing of documents. Ensures proper handling and confidentiality of sensitive materials according to program policy.
20%	Provides support to staff with scheduling, meeting preparation, and basic coordination tasks. Answers phones, take messages, and directs inquiries to appropriate staff. Assists with maintaining office supplies and inventory. Supports special projects or assignments, as needed
10%	Greets visitors and assists with general inquiries at (or near) the office reception desk. Provides and relays basic information to internal staff and the public. Maintains a professional and courteous work environment.

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Percentage of Time Spent	Marginal Job Functions
5%	Performs other job-related duties to meet DWC's workload priorities and operational needs.

Conduct, Attendance, and Performance Expectations

The State of California adheres to a number of laws and policies that are designed to promote a safe, comfortable, and professional work environment for all employees. As a state employee, you are responsible for arriving at and leaving work at the times agreed upon by your supervisor, including returning on time after lunch and break periods. You are expected to behave courteously and responsibly at all times. Remember that the image of an organization rests upon the behavior of the employees who represent it. You and your supervisor will participate in the regular employee appraisal process throughout your career. This gives you and your supervisor an opportunity to discuss your job performance and career development.

Supervision Received

The Student Assistant reports directly to and receives the majority of assignments from Medical Unit supervisors; however, direction and assignments may also come from upper management within the unit.

Supervision Exercised

N/A

Work Environment, Special Requirements/Other Information, Physical Abilities, Additional Requirements/Expectations, and Personal Contacts

Work Environment

The Student Assistant works in an air conditioned office building with natural and artificial lighting as well temperature control. In addition, the Student Assistant works in a cubicle in close proximity to others. The position is required to work extensively on computers, scanners, shredders and/or copiers as necessary for processing work, drafting email communication, and other purposes.

Special Requirements/Other Information

N/A

Physical Abilities

The position requires the ability for prolonged sitting, working at a computer for extended periods of time, and moving and transporting office items in a safe manner.

Additional Requirements/Expectations

The incumbent must be able to work independently but also as part of a team and have the ability to work cooperatively with staff at all levels both within and outside of the Department.

Personal Contacts



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The incumbent will have frequent interactions with members of the public and the general workers' compensation community. The Student Assistant will work closely with other units within the Division and will handle highly sensitive personal identifiable information including but not limited to, personal medical information of injured workers.

Employee Acknowledgment

I have read and understand the duties listed above and certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform these assigned duties as described above with or without reasonable accommodation. If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for a reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Diversity and Inclusion Office.

Employee Name

Employee Signature

Date

Supervisor Acknowledgment

I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.

Supervisor Name

Supervisor Signature

Date

HUMAN RESOURCES OFFICE APPROVAL

C&P Analyst Initials

Approval Date