

**DUTY STATEMENT
DEPARTMENT OF STATE HOSPITALS – COALINGA**

CLASSIFICATION: OFFICE TECHNICIAN (TYPING) (HUMAN RESOURCES)	
Approved by Manager II – Guinn Rosier Signature: <i>Guinn Rosier</i>	Date Approved: <i>April 30, 2026</i>

- 1. MAJOR TASKS, DUTIES AND RESPONSIBILITIES:** This is the advanced journey level which regularly performs a variety of the most difficult duties and is expected to consistently exercise a high degree of initiative, independence and originality in performing assigned tasks. Positions at this level regularly require detailed and sensitive public contact and/or independent origination of correspondence involving the knowledge and application of detailed regulations, policies and procedures (e.g., positions such as secretaries to major division chiefs and one-person field office assignments comprised of a wide variety of responsibilities). Good judgment and the ability to communicate effectively is of primary importance at this level. Typically, the work at this level is rarely reviewed. In addition, positions may have responsibility for functional guidance in training and assisting less experienced employees.

Positions allocated to this special area are distinguished from other clerical classes by being regularly required to perform typing duties as an essential part of the job which may include any combination of the general office duties listed in the "Definition of Series". Typically, typing encompasses a significant proportion of the work time.

- 45%**
- **Provide clerical support directly to the Manager II - Human Resources Director and Supervisor II – Onboarding Supervisor, which includes, but not limited to, researching, drafting, finalizing correspondence, typing, keyboarding, filing,** reception, and phone responsibilities, and use of various office machines (i.e. photocopier, scanner, LiveScan).
 - Provide coverage to front desk within the Human Resources Department, which includes receiving, screening, routing incoming telephone calls and taking messages when appropriate.
 - Independently prepares narrative letters, memorandums or reports for appropriate signatures; research information and prepare documents in accordance with general guidelines.
 - Perform as the Timekeeper, maintain department's attendance and time off records and verify timesheets are processed timely.
 - Conduct Live Scan fingerprinting for prospective employees and contractors, ensuring accurate identity verification, proper system entry, and compliance with applicable regulatory and confidentiality requirements.

- Produce and issue employee identification badges, including capturing photographs, entering and updating data in badge management systems, and verifying identification to ensure accurate and secure badge distribution.
- 30%**
- Prepare, schedule, and maintain a monthly office appointment schedule and annual calendar to track meetings, appointments, reports, projects, and events, adjust as necessary.
 - Process incoming/outgoing mail and emails by date-stamping (when appropriate), log, sort, and distribute letters, documents, memos, reports, etc. to appropriate staff; and prepare specialty items such as overnight packages and certified mail.
 - Complete weekly, monthly, quarterly, and annual reports as directed. Ensure reports are completed timely with proper content and format (per departmental and local criteria), and distributed to the appropriate personnel.
 - **Provide back up to Exams and Hiring by assisting with Onboarding process for new employees.**
- 25%**
- Maintain logs, binders, department manuals, policy and procedures, new revisions to hospital policies, procedures, and all relative manuals for staff use, create and maintain tickler files, record keeping and filing systems for Human Resources Director, or other departments as assigned.
 - Initiates and/or reviews orders for supplies. Resolves problems concerning acceptability of supplies, delivery schedule, etc.
 - Maintain office supplies and office equipment in order to maintain a well-equipped office, ensuring staff has equipment and materials necessary to do their assigned tasks. This may include monthly supply orders or outside purchasing, using a Purchase Order.
 - File materials electronically (e.g., documents, letters, forms, reports, etc.) to keep accurate records, ensuring materials are available for future references, and in compliance with laws, rules, regulations, policies and procedures, utilizing organizational skills, filing systems (e.g., alphabetic, chronological, numeric, subject matter, etc.). Review files in accordance with established guidelines and procedures (Records Retention Schedule) in order to purge outdated materials, maintain orderly files, and maximizing filing space utilizing office procedures, shredder and recycling system.
 - Apply appropriate laws, rules, regulations and policies in order to gather and provide information, respond to inquiries from within and outside the department, and to ensure compliance with job requirements.

2. SUPERVISION RECEIVED:

Manager II (Human Resource Director)

3. SUPERVISION EXERCISED:

None

4. KNOWLEDGE AND ABILITIES:

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.

5. REQUIRED COMPETENCIES:

ANNUAL HEALTH REVIEW: All employees are required to have an annual health review and TB test or 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.

INFECTION CONTROL: Applies knowledge of correct methods of controlling the spread of pathogens appropriate to job class and assignment.

HEALTH AND SAFETY: Activity supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safe or security hazards.

CPR: Maintain current certification if applicable.

THERAPEUTIC STRATEGY INTERVENTION (TSI): Supports safe working environment; practices the strategies and interventions that promote a therapeutic milieu; applies and demonstrates knowledge of correct methods in the management of assaultive behavior.

DIVERSITY, EQUITY, AND INCLUSION: Demonstrates awareness of cultural humility in the workplace to promote fair treatment among fellow staff and patients.

RELATIONSHIP SECURITY: Demonstrates professional interactions with patients and maintains therapeutic boundaries. Maintains relationship security in the work area; takes effective action and monitors, per policy, any suspected employee/patient boundary violations.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION: Maintains and safeguards the privacy and security of patients' protected Health Information and other individually identifiable health information; whether paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

SITE SPECIFIC COMPETENCIES:

TECHNICAL PROFICIENCY (SITE SPECIFIC):

- Type a minimum of 40 words per minute
- Working knowledge of Microsoft Word
- Working knowledge of Microsoft Excel
- E-mail/Internet

6. **LICENSE OR CERTIFICATION:** It is the employee's responsibility to maintain a license, credential, or required registration pertinent to their classification on a current basis. Any failure to do so may result in termination from Civil Services.

7. **TRAINING:**

Training Category – 2 – Training Procedure No. 03-11.

The employee is required to keep current with the completion of all required training.

8. **WORKING CONDITIONS:**

ADMINISTRATIVE DIRECTIVE AD-146:

Each employee shall be fully acquainted with the rules and regulations of the Department of State Hospitals (DSH) and of the hospital.

EMPLOYEE IS REQUIRED TO:

1. Report to work on time and following procedures for reporting absences.
2. Maintain professional appearance.
3. Appropriately maintain cooperative, professional, and effective interactions with employees, patient/client and the public.
4. The work entails routinely encountering clients and interacting with staff throughout the facility, thus sensitivity and tolerant even temperament is required.

DUTY STATEMENT: OFFICE TECHNICIAN (TYPING) – HUMAN RESOURCES

437- 543-1139-807

Revision Date: 04/30/2026

Page 5 of 5

5. 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.

Employee Signature

Print Name

Date

Supervisor Signature

Print Name

Date

**DUTY STATEMENT
DEPARTMENT OF STATE HOSPITALS – COALINGA**

**CLASSIFICATION:
OFFICE TECHNICIAN (TYPING)
CENTRAL PROGRAM SERVICES**

Approved by CEA A Clinical Administrator – Jessica Jimenez
Signature: 

Date Approved:
10.27.26

- 1. MAJOR TASKS, DUTIES AND RESPONSIBILITIES:** This is the advanced journey level which regularly performs a variety of the most difficult duties and is expected to consistently exercise a high degree of initiative, independence and originality in performing assigned tasks. Positions at this level regularly require detailed and sensitive public contact and/or independent origination of correspondence involving the knowledge and application of detailed regulations, policies and procedures. Good judgment and the ability to communicate effectively is of primary importance at this level. Typically, the work at this level is rarely reviewed. In addition, positions may have responsibility for functional guidance in training and assisting less experienced employees.

35% Use clerical and computer skills to prepare and maintain document files, spreadsheets, database systems and perform data entry for Central Program Services (CPS).

- Generate and provide reports for program managers as needed.
- Print, distribute and collect group rosters.
- Provide data entry to any needed rosters.
- Develop and maintain routine tracking and logs for the department.
- Maintain current hospital policy binders and CPS operation manuals.
- File sensitive and confidential information in program files.
- Track departmental fire drills.
- Coordinate the enrollment of staff for needed annual review and interim training as needed.
- Track and process departmental work orders.

25% Initiate and process purchase orders as needed and approved by the department head.

- Communicate with approved outside vendors and initiate the quoting process
- Maintain records of all purchase orders.
- Effectively communicate with the accounting department as needed.
- Create and maintain a tracking system of expenditures, items received and items required for the department.

20% Independently perform the following office tasks.

- Prepare daily employee sign-in sheets for each section of the

Program.

- Maintain staff sign-in sheets, 634's, 682's and any personnel related forms.
- Provide back-up assistance in the pick-up and distribution of monthly pay warrants.
- Order departmental supplies.
- Maintain logs, binders and procedures for staff use.

- 20%** Utilize word processing software to prepare memos, letters and meeting minutes.
- Attend staff meetings as assigned, take, compose and distribute minutes.
 - Use secretarial skills to independently generate correspondence to outside agencies, as directed by program management.
 - Maintain confidentiality and integrity of sensitive topics discussed in program meetings.

2. SUPERVISION RECEIVED:
Program Assistant/Director

3. SUPERVISION EXERCISED:
None

4. KNOWLEDGE AND ABILITIES:

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.

5. REQUIRED COMPETENCIES:

ANNUAL HEALTH REVIEW: All employees are required to have an annual health review and TB test or 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.

INFECTION CONTROL: Applies knowledge of correct methods of controlling the spread of pathogens appropriate to job class and assignment.

HEALTH AND SAFETY: Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safe or security hazards.

CPR: Maintain current certification if applicable.

THERAPEUTIC STRATEGY INTERVENTION (TSI): Supports safe working environment; practices the strategies and interventions that promote a therapeutic milieu; applies and demonstrates knowledge of correct methods in the management of assaultive behavior.

DIVERSITY, EQUITY, AND INCLUSION: Demonstrates awareness of cultural humility in the workplace to promote fair treatment among fellow staff and patients.

RELATIONSHIP SECURITY: Demonstrates professional interactions with patients, and maintains therapeutic boundaries. Maintains relationship security in the work area; takes effective action and monitors, per policy, any suspected employee/patient boundary violations.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION: Maintains and safeguards the privacy and security of patients' protected Health Information and other individually identifiable health information; whether paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

SITE SPECIFIC COMPETENCIES: None

TECHNICAL PROFICIENCY (SITE SPECIFIC):

- Type a minimum of 40 words per minute
- Working knowledge of Microsoft Word
- Working knowledge of Microsoft Excel
- Working knowledge of MS Projects
- E-mail/Internet

6. **LICENSE OR CERTIFICATION:** It is the employee's responsibility to maintain a license, credential, or required registration pertinent to their classification on a current basis. Any failure to do so may result in termination from Civil Services.

7. **TRAINING:**

Training Category – 2 – Training Procedure No. 03-11.

The employee is required to keep current with the completion of all required training.

8. WORKING CONDITIONS:

ADMINISTRATIVE DIRECTIVE AD-146:

Each employee shall be fully acquainted with the rules and regulations of the Department of State Hospitals (DSH) and of the hospital.

EMPLOYEE IS REQUIRED TO:

1. Report to work on time and following procedures for reporting absences.
2. Maintain professional appearance.
3. Appropriately maintain cooperative, professional, and effective interactions with employees, patient/client and the public.
4. The work entails routinely encountering clients and interacting with staff throughout the facility, thus sensitivity and tolerant even temperament is required.
5. 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.

Employee Signature

Print Name

Date

Supervisor Signature

Print Name

Date

**DUTY STATEMENT
DEPARTMENT OF STATE HOSPITALS – COALINGA**

**CLASSIFICATION:
OFFICE TECHNICIAN (TYPING)
PROGRAM SERVICES**

Approved by Clinical Administrator CEA – Jessica Jimenez
Signature: 

Date Approved:

6.11.26

1. **MAJOR TASKS, DUTIES AND RESPONSIBILITIES:** This is the advanced journey level which regularly performs a variety of the most difficult duties and is expected to consistently exercise a high degree of initiative, independence and originality in performing assigned tasks. Positions at this level regularly require detailed and sensitive public contact and/or independent origination of correspondence involving the knowledge and application of detailed regulations, policies and procedures. Good judgment and the ability to communicate effectively is of primary importance at this level. Typically, the work at this level is rarely reviewed. In addition, positions may have responsibility for functional guidance in training and assisting less experienced employees.

35% • **Composition/Document Preparation and Review/Typing:** Prepares narrative letters or reports for appropriate signatures, research information and prepare documents in accordance to general guidelines, reviews documents for compliance with complex criteria and evaluates adequacy of information.

- **Oral Communications:** Answer a variety of inquiries, gather and give information to the Program Director, Nursing Coordinator, Program Assistant and Unit Supervisor(s) concerning information they were asked to gather.

35% • **Recordkeeping, Data Entry and Reports:** Enters and transfers raw data from one source to another, performs arithmetical computations and derives statistical measures where the incumbent must gather the raw data from a number of publications and reports compiles and/or reconciles final reports using data collected from various sources, generate reports, and may develop format used to present data.

- Maintain daily employee sign-in sheets for each section of the Program, responsible for the correctness of time sheet (SH0634 New 03-15). Information for several departments within the Program Office which has constant change and numerous special projects which must be assigned to the correct programs, ensures that time is recorded correctly and charged properly pursuant to the new Department of State Hospitals – Timekeeping Manual (Version

#1.0, 07/29/14). Inform Supervisors when employee's utilization of time doesn't meet budgeted requirements and suggests appropriate revisions in schedules and deadlines.

- Completes weekly, monthly, quarterly, and annual reports.

25% • **Filing and Record Management:** Maintains logs, binders, most current revisions of Department manuals, policy and procedures for staff use, create and maintain tickler files, recordkeeping and filing systems such as classifying, sorting and filing of various documents, and necessary purging. Reviews records for compliance to guidelines.

5% • **Mail and Document Handling, Ordering, Maintaining Supplies and Equipment:** Duplicate materials using photocopy equipment, receive confidential materials, open, date stamp and review incoming mail, sort by order of importance and distribute appropriately. Prepare outgoing mail, including specialty items such as overnight packages.

- Initiates and/or reviews orders for special supplies and resolves problems concerning acceptability of supplies, delivery, schedule, etc.

2. SUPERVISING RECEIVED:

Program Director (Mental Disabilities-Safety)

3. SUPERVISION EXERCISED:

None

4. KNOWLEDGE AND ABILITIES:

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.

5. REQUIRED COMPETENCIES:

ANNUAL HEALTH REVIEW: All employees are required to have an annual health review and TB test or 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.

INFECTION CONTROL: Applies knowledge of correct methods of controlling the spread of pathogens appropriate to job class and assignment.

HEALTH AND SAFETY: Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safe or security hazards.

CPR: Maintain current certification if applicable.

THERAPEUTIC STRATEGY INTERVENTION (TSI): Supports safe working environment; practices the strategies and interventions that promote a therapeutic milieu; applies and demonstrates knowledge of correct methods in the management of assaultive behavior.

DIVERSITY, EQUITY, AND INCLUSION: Demonstrate awareness of cultural humility in the workplace to promote fair treatment among fellow staff and patients.

RELATIONSHIP SECURITY: Demonstrates professional interactions with patients, and maintains therapeutic boundaries. Maintains relationship security in the work area; takes effective action and monitors, per policy, any suspected employee/patient boundary violations.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION: Maintains and safeguards the privacy and security of patients' protected Health Information and other individually identifiable health information; whether paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

SITE SPECIFIC COMPETENCIES: None

TECHNICIAN PROFICIENCY (SITE SPECIFIC):

- Type a minimum of 40 words per minute.
- Working knowledge of Microsoft Word.
- Working knowledge of Microsoft Excel.
- Working knowledge of MS Projects.
- E-mail/Internet.

- Office machinery proficiency.
6. **LICENSE OR CERTIFICATION:** It is the employee's responsibility to maintain a license, credential, or required registration pertinent to their classification on a current basis. Any failure to do so may result in termination from Civil Services.
7. **TRAINING:**
Training Category – 2 – Training Procedure No. 03-11.
The employee is required to keep current with the completion of all required training.
8. **WORKING CONDITIONS:**

ADMINISTRATIVE DIRECTIVE AD-146:

Each employee shall be fully acquainted with the rules and regulations of the Department of State Hospitals (DSH) and of the hospital.

EMPLOYEE IS REQUIRED TO:

1. Report to work on time and following procedures for reporting absences.
2. Maintain professional appearance.
3. Appropriately maintain cooperative, professional, and effective interactions with employees, patient/client and the public.
4. The work entails routinely encountering clients and interacting with staff throughout the facility, thus sensitivity and tolerant even temperament is required.
5. 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.

Employee Signature

Print Name

Date

Supervisor Signature

Print Name

Date