State of California
DUTY STATEMENT

California Department of State Hospitals

SH3002 (Rev. 02/2020)

RPA Control No.#	C&P Analyst Approval FA	Date 7.2.2026

Employee Name	**Division** **Department of State Hospitals-Metropolitan**
Position No / Agency-Unit-Class-Serial 487-544-1139-XXX	**Unit** **Trust Office**
Class Title OFFICE TECHNICIAN (TYPING)	**Location** **Norwalk**

SUBJECT TO CONFLICT OF INTEREST	CBID	WORK WEEK GROUP	PAY DIFFERENTIAL	OTHER
☐ Yes ☒ No	**R04**	**2**		

BRIEFLY (1 or 2 Sentences) **DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS**

Under the direction of the Supervisor I, the Office Technician (Typing) will be responsible for assisting with the day-to-day gathering, processing, storing, and mailing all patient property. Major functions include: answering phone calls, sorting and distributing mail, assisting employees, patients, patients' families and outside agencies with questions regarding patients' property and assisting in any other section where additional assistance is required.

% 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.)**
	ESSENTIAL FUNCTIONS (please no more than 45% per function)
45%	Responsible for assisting day-to-day processing, storing, and mailing all patient property. This includes transporting property from Admissions unit, boxing and storing property, forwarding property to patients who have been discharged, processing requests from current patients to access stored property, mail property and auditing patients` property on the units.
45%	Works as one of the main receptionists at the Trust Office, which can include the following duties: Receiving, logging, and distributing mail to the proper staff; answering the main Trust phone line and transferring calls to the proper staff; maintaining the Trust email account and distributing emails to the proper staff. Sort and file both physical documentation and digital documents in the Trust Office SharePoint. Weekly, accompanies cashier to bank.
	MARGINAL FUNCTIONS
10%	Performs other related functions and assigned duties and responsibilities consistent with this classification.

Other Information

SUPERVISION RECEIVED
The Office Technician (Typing) reports directly to the Supervisor I.

SUPERVISION EXERCISED
N/A

KNOWLEDGE AND ABILITIES

Knowledge of:
Modern office and cashiering 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.

SPECIAL REQUIREMENT
Ability to:
Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.

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

-

TECHNICAL PROFICIENCY (SITE SPECIFIC)

-

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.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION
Maintains and safeguards the privacy and security of patients' protected health information (PIH) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

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

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 can 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).

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

_____	_____
Employee's Signature	Date
_____	_____
Supervisor's Signature	Date