

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 5/04)

Classification Title	Board/Bureau/Division
Management Services Technician	Medical Board of California
Working Title	Office/Unit/Section / Geographic Location
	Licensing Section - Sacramento
Position Number	Effective Date
629-160-5278-003	

Under the supervision of the Licensing Program Manager (Staff Services Manager I), the Management Services Technician is part of the Licensing section of the Medical Board of California and performs the less technical, semi-professional work associated with final physician and surgeon licensure approval; management, issuance, policy and procedure development and training regarding handling of criminal offender record information (CORI) information; issuance of physician and surgeon wall and pocket licenses. Independently analyzes data on BreEZe and documentation submitted with licensing applications, as part of a quality assurance check, to confirm eligibility for licensure; develops management reports regarding staff productivity and areas of concern noted during quality assurance check. The MST serves as the Custodian of Records for Criminal Offender Record Information (CORI) received from the Department of Justice (DOJ); manages the DOJ CORI database and information received from DOJ in support of licensing applications; ensures the Licensing section's compliance with "No Longer Interested" notices for applicants.

A. SPECIFIC ASSIGNMENTS [Essential (E) / Marginal (M) Functions]

55% BREEZE LICENSING APPROVAL (E)

- Analyze data provided in license applications and on the BreEZe database to confirm eligibility for licensure and makes the final determination to issue licenses. **(30%)**
- Compile and analyze data and prepare management reports which inform management of incomplete or inaccurate data found in license applications. Applications determined to be deficient are returned to the reviewer for the deficiency to be corrected, and returned back to the incumbent to confirm the correction, and issue the license. Data from these deficiencies are put into management reports by the incumbent, which are used for staff training and/or in consideration of business process enhancements. **(25%)**

25% CUSTODIAN OF RECORDS AND CORI MANAGEMENT (E)

- Receives Criminal Offender Record Information from DOJ and disseminates the information in accordance with the DOJ's and the Medical Board's policy. Submits "No Longer Interested" forms to the DOJ for licensing applicants that do not complete the licensing process. Tracks licensing applicant fingerprint

submissions to the DOJ and consults with DOJ officials regarding the status of these CORI responses. (10%)

- Responsible for receiving and shipping fingerprint cards (submitted by out-of state applicants) to the DOJ. Initiates and submits a Federal Bureau of Investigation (FBI) name check requests when the results from the fingerprints submitted to the FBI are inconclusive. (10%)
- Serves as the Board's Custodian of Records (COR) for the California Department of Justice (DOJ) and maintains eligibility for COR duties pursuant to the DOJ's requirements. Responds to CORI audits, assists with the development of CORI policies and procedures, and training for staff handling CORI. (5%)

15% WALL AND POCKET LICENSES (E)

- Receives requests for replacement wall certificates and pocket identification cards. Researches information relative to the original issuance of the materials and issues affidavits accordingly. Reviews completed affidavits and determines legal compliance and eligibility for issuance of replacement wall and pocket identification. (5%)
- Works closely with KP Corporation staff and Information Systems Branch staff and monitors the issuance of wall and pocket identification cards. Informs KP Corporation staff and Information Systems Branch staff to pull Probationary Licensee's wall and pocket identification cards. (5%)
- Updates and adds new school codes to the school code list on BreEZe and the Wall Cert Program. Manually updates BreEZe database to reissue licenses to applicants qualifying for re-licensure per Business and Professions Code section 2428. (5%)

5% STATISTICAL REPORTS (E)

- Researches, gathers, and analyzes licensing data related to the issuance of licenses, including the number of licenses issued and license types issued, and prepares management reports documenting productivity in the Licensing Program.

B. Supervision Received

The incumbent works under the supervision of the Licensing Section Manager (SSM I)

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent has direct contact with Licensing staff and management – including the Board's executive staff, in regards to licensing issues. The incumbent has direct contact with representatives of the California Department of Justice regarding CORI information and compliance. The incumbent also has direct contact with applicants and licensees.

F. Actions and Consequences

If the incumbent does not perform his/her job adequately, the licensee may not be licensed in a timely manner which could cause the licensee a hardship or could cause the Board to not fulfill its mission of protecting California Healthcare Consumers through proper licensure. Failure to maintain CORI information and ensure compliance may result in the Board losing its direct access to CORI information which in turn would delay the issuance of licenses.

G. Functional Requirements

No specific physical requirements are required: the incumbent works 40 hours per week in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. Sitting and standing requirements are consistent with office work.

H. Other Information

Incumbent must possess good written and verbal communication skills, use good judgment in decision-making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, and be responsive to MBC Staff, Board and Committee Members and DCA management needs.

The incumbent may be privy to sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

Title 11, section 703D California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring.

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 hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

Employee Signature

Date

Printed Name

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

Supervisor Signature

Date

Printed Name

Revised: 10/2014
Approved: JM 1/2015