

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 09/08)

Classification Title	Board/Bureau/Division
Management Services Technician	Medical Board of California
Working Title	Office/Unit/Section / Geographic Location
RDO Program Coordinator	RDO Licensing Operations – Sacramento
Position Number	Name and Effective Date
599-110-5278-001	

Under the supervision of the Licensing Operations Manager, Staff Services Manager I, the incumbent serves as the Registered Dispensing Opticians (RDO) program coordinator (the RDO program includes RDO (entity), Spectacle Dispensers (individual), Contact Lens Dispensers (individual) and Nonresident Contact Lens Sellers (entity). The incumbent serves as the RDO program expert working directly with the Chief of Licensing, Executive Staff and Staff Counsel. The Medical Board of California's (MBC) Licensing Program protects consumers through the proper registration of RDO which authorizes the applicant, its agents and employees to engage in the business defined in Business and Professions Code (B&P) §2550. The incumbent performs the technical and analytical work associated with the registration of applicants. The incumbent serves as an enforcement liaison with MBC's Enforcement Program, Optometry Board, Department of Justice and District Attorney's Office. Duties include, but are not limited to:

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

75 % REVIEWS, ASSESSES AND APPROVES/DENIES APPLICATIONS (E)

Independently reviews and assesses RDO, Spectacle Lens Dispenser, Contact Lens Dispensers, and Nonresident Contact Lens Seller applications and required documents to determine if the applicant meets the eligibility requirements for registration. Accesses the Consumer Affairs System (CAS) to evaluate and verify if there is pending enforcement investigations or current entities utilizing the same business name or address. Researches and analyzes the validity of all documents submitted to determine compliance with applicable California registration requirements set forth in Business and Professions (B&P) code §2546-2568 and regulations including: examination scores, employment status, Articles of Incorporation and list of officers, RDO employee's registrations, change of ownership, certified court documents, lease agreements, business contracts, letters detailing offense, arrest reports, probation reports and rehabilitation records. **(25%)**

Communicates, verbally and in writing, with applicant when additional information is required to complete the application. Independently prepares written correspondence to the applicant identifying specific discrepancies; reviews and assesses responses and subsequent documentation to make a determination as to the accuracy, validity and impact of the information provided. Researches, resolves and responds, verbally and in writing, to public general and/or complex inquiries regarding the RDO (applications, laws, etc.) **(25%)**

Receives and analyzes results of fingerprint evaluations from the California Department of Justice and Federal Bureau of Investigation for past criminal history. Prepares correspondence to applicants requesting specific additional information and documentation relating to criminal history. Reviews documents such as criminal records, court documentation, and any other documentation and assesses the threat to the public based upon relevant laws, regulations, and policies to determine if the individual can proceed to registration or if there is a need to deny the

application. Briefs the Chief of Licensing and Staff Counsel regarding the reasons for application denial prior to notifying the applicant. (25%)

10% STATISTICS/REPORTS (E)

Utilizes CAS and a customized RDO database to input application data throughout the process in order to track program's application status, registrations and complaints. Gathers RDO program data from CAS and data base to prepare monthly statistic and adhoc reports for the Chief of Licensing and Executive Staff; prepares statistics and reports for quarterly Board Meetings and the Annual Report. Works with MBC's Information Systems Branch to update the RDO database to meet the Board's changing needs and to revise program's applications, as necessary; seeks and obtains legal counsel's approval of revised applications.

10% ENFORCEMENT (E)

Serves as the liaison with enforcement to educate and assist with pending investigations or consumer complaints providing expert opinions and certified documentation; notifies enforcement of any questionable information received that requires enforcement initiation; determines status of applicants with pending enforcement cases. Serves as a liaison with Optometry Board Department of Justice and District Attorney's Office. Represents the Board as a subject matter expert to testify in administrative court proceedings.

5% REGULATIONS (E)

Meets and participates in discussions with interested parties (RDO, Spectacle Lens Dispenser, Contact Lens Dispenser and Nonresident Contact Lens Sellers) to discuss the impact of regulations and request input in order to prepare the regulations in accordance with the bill's mandates. Monitors the comments received from interested parties regarding the proposed regulations. Assists in preparing the notices of hearings, initial and final statement of reasons and all other legally-mandated documents required as part of the regulatory process. Works with legal counsel and program management to ensure integrity of regulatory process and consistent with current laws.

B. Supervision Received

The incumbent works under the supervision of the Staff Services Manager I.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent has direct frequent contact with the public, attorneys, insurance companies, Registered Dispensing Optician firms, Contact Lens Dispensers, Spectacle Lens Dispensers, and Nonresident Contact Lens Sellers. In addition, the incumbent has direct and daily contact with other Board management, licensees, and DCA staff regarding the RDO program. The incumbent has frequent direct contact with legal counsel and enforcement staff. The incumbent has occasional direct contact with Optometry Board Department of Justice and District Attorney's Office.

F. Actions and Consequences

Failure to perform duties effectively, efficiently and timely could have a negative impact on the public placing the healthcare consumers seeking optical services at risk.. Enforcement related matters may not be recognized and the Board's ability to carry out its mission to protect California

Healthcare Consumers through the proper licensing would be hindered. Additionally, the business entities and individuals could be impacted; lengthy application process, duplicate name and/or address, incorrect association with pending enforcement case and financially.

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. Travel may be required to attend Board and Committee meetings held in various locations throughout California. Incumbent is required to travel by commercial carrier or auto, whichever method is in the best interest of the State. Travel may be for one or several consecutive days.

H. Other Information

Incumbent must possess good 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

Updated: TK 10/2015
Approved JM 10/2015