

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 5/04)

Classification Title	Board/Bureau/Division
Office Assistant (Typing)	Medical Board of California
Working Title	Office/Unit/Section / Geographic Location
	Licensing Cashiering Unit - Sacramento
Position Number	Name and Effective Date
629-160-1379-999	

Under the general supervision of the Staff Services Manager I and lead direction from the Staff Services Analyst, the Office Assistant (Typing) performs a limited range of the less complex and routine work associated with the Medical Board's (Board) cashiering functions. The incumbent handles incoming mail, reviews and processes address changes and renewals, prepares routine correspondence, effectively communicates with Board employees, applicants for licensure, licensees and other interested parties regarding routine cashiering questions and issues. Duties include, but are not limited to, the following:

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

25% Cashiering Mail (E)

- Receives daily mail deliveries; opens, date stamps, reviews, and routes mail accordingly; sorts incoming checks by application type. Types identifying information (file number, name, and other personal identifying information included in the incoming mail) into the BreEZe database to determine application type. Checks the cashiering in-basket throughout the day and routes incoming items accordingly.

25% Address Changes and Renewals (E)

- Receives and reviews address changes submitted by licensees; verifies that the address change is complete and signed; types the address change into the BreEZe database. Receives and reviews renewal forms to ensure the forms are complete and signed; types letters to send to licensees informing them when incomplete information received; types in renewal holds on the BreEZe records of licensees who have submitted incomplete renewal forms; types in compliance information into BreEZe to release renewal holds upon receipt, review and determination that the renewal form is finally complete.

25% Document Management (E)

- Prepares and scans cashiering documents which include, but are not limited to: Physician and Surgeon surveys, renewal coupons, renewal hold release forms. Ensures items to be scanned are complete and types specific detailed identifying information, relative to the licensee's identification and/or documentation type, into the TeleForm database to ensure materials can be tracked adequately for future reference and that the labeling enables various entities to easily locate and retrieve information when needed.

25% Oral and Written Communications (E)

- Answers telephone calls made to the Cashiering Unit and assists callers with routine cashiering inquiries. Checks voice mail, responds to or directs messages accordingly. In response to Public Records Act requests, researches the document database for the requested documents (renewal coupons and financial interest statements) and provides copies of the documents in a timely manner.
- Types routine cashiering office correspondence, including letters and emails, to licensees and Board staff.

- B. Supervision Received
The incumbent works under the general supervision of the Staff Services Manager I with lead direction from a Staff Services Analyst.
- C. Supervision Exercised
None
- D. Administrative Responsibility
None
- E. Personal Contacts
The incumbent has daily and direct contact with Medical Board employees, management and employees of affiliated healing art Boards and licensees.
- F. Actions and Consequences
If the incumbent does not perform the job duties adequately and timely, the processing of the licensee's application or renewal may be delayed. In addition, if the incumbent relays improper license or application fee information to the licensee or applicant, their respective renewal or initial license may not occur timely, thus creating a hardship to the licensee or applicant and hindering the Board's ability to provide California's healthcare consumers access to healthcare.
- 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. The incumbent must be able to type 40 words per minute. Daily access to and use of a personal computer and telephone is essential. Sitting and standing requirements are consistent with office work. Performs typing duties at least 25 hours per week.
- H. Other Information
Incumbent must possess good written and verbal communication skills, manage time and resources effectively, and be responsive to MBC Staff, employees of affiliated healing art Boards and licensees.

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

NEW: TK 8/2015

Approved: JM 10/2015