

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 5/04)

Classification Title	Board/Bureau/Division
Office Services Supervisor II	Medical Board of California (MBC)
Working Title	Office/Unit/Section / Geographic Location
Consumer Information Unit Supervisor	Licensing (Consumer Information Unit) – Sacramento
Position Number	Effective Date
629-160-1150-003	

Under the general direction of the Licensing Manager, Staff Services Manager (SSM) I, the incumbent supervises, plans, organizes and directs the work of clerical staff who perform difficult clerical work related to the verification of the status of individual licenses and other allied health professionals.

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

80% SUPERVISION OF THE CONSUMER INFORMATION UNIT (E)

- Supervise, plan, and coordinate the day-to-day operations of the Consumer Information Unit, who respond to a variety of requests from the public, organizations, applicants and licensees for current information about the professionals and occupations regulated by the Board. **(25%)**
- Monitor the workload of the Consumer Information Unit to ensure equal distribution, delegate work assignments and make adjustments when appropriate. In addition, the incumbent personally handles telephone calls, including the most complex and difficult calls on a daily basis. Review completed work in order to ensure accuracy and compliance with departmental policy/procedures. **(25%)**
- Recruit, train, and evaluate, through the use of probation and annual appraisals, in accordance with established guidelines with ratings, the work performance of direct reporting staff to ensure services are performed efficiently and effectively. Complete the Individual Development Plans and Performance Evaluations for direct-report staff. Monitor employee attendance and approve/deny employee leave requests, in order to ensure there is coverage to maintain duties on each desk; initiate and conduct employee selection interviews and hires; oversee and assess the training and development needs of direct-report staff. Monitor employee performance, provide guidance, conduct counseling sessions, and take corrective action when appropriate, in consultation with the SSM I. Resolve personnel issues at the lowest level possible. **(20%)**
- Personally handle and manage staff who process incoming address change requests from licensees who are required to inform the Board within 30 days when there is a change of address. **(10%)**

10% SPECIAL PROJECTS, ASSIGNMENTS, AND OTHER JOB RELATED DUTIES (E)

- Update the BreZE database to include: changes of address and renewal holds for physicians and other licensees. Respond to documentation received via fax, by updating these records in order to ensure licensees are in compliance and/or renewed on time. (5%)
- Conduct and/or assist with special projects in order to determine procedures and best methods for the purpose of providing assistance and recommendations to the Board's MBC staff and management, which may collaboratively assist with accomplishing the Board's objectives. Create procedure manuals for newly hired staff in order to ensure all policies and procedures are followed and adhered to. Perform other job-related duties. (5%)

10% WORKLOAD AND STATISTICAL ANALYSIS (E)

- Utilize computer software, such as Microsoft Excel, in order to compile a variety of workload statistics and extract data from current phone system; specifically, data including but not limited to, the number of phone calls received and answered per hour, type of phone calls received and responded to, length of time, etc. The incumbent will compile this information and prepare reports for management, periodically and as requested.

B. Supervision Received

The incumbent works under the general direction of the Staff Services Manager I.

C. Supervision Exercised

The incumbent supervises six Office Technician (Typing) positions.

D. Administrative Responsibility

The incumbent is responsible for the supervision and direction of the activities of the Consumer Information Unit functions for the MBC.

E. Personal Contacts

The incumbent has continuous direct contact with the public, healthcare organizations, other departments and agencies, applicants and licensees for current information about the professionals and occupations regulated by the Board, which may be sensitive in nature. Additionally, the incumbent has direct daily contact with Licensing and Enforcement staff and management.

F. Actions and Consequences

If the incumbent does not perform the duties adequately, the Board could be unsuccessful with its goal to provide excellent customer service and may provide inaccurate information to its licensees, public, California healthcare consumers, healthcare organizations etc. This would create an unfavorable perception of the Board to the public. MBC Executive management may receive complaints, the media may draw attention to the issues, government officials may get involved and the MBC image may be affected negatively.

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. Incumbent must consistently exercise initiative and professionalism in performing assigned tasks. **This position requires**

regular daily attendance and a regular work schedule (Monday through Friday from 8:00 a.m. until 5:00 p.m.)

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 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: 09/2014 CZ
JM Approved: 9/22/14