

## Department of Consumer Affairs

### Position Duty Statement

HR-041 (new 5/04)

<b>Classification Title</b>	<b>Board/Bureau/Division</b>
Office Technician (typing)	Medical Board of California
<b>Working Title</b>	<b>Office/Unit/Section / Geographic Location</b>
Cashier	Licensing Cashiering Unit - Sacramento
<b>Position Number</b>	<b>Effective Date</b>
629-160-1139-033	

Under the general direction of the Staff Services Manager I the Office Technician (Typing) is a journey level cashier responsible for a variety of the most difficult work associated with the Medical Board's cashiering functions. The incumbent is expected to exercise a high degree of initiative, independence and originality in the performance of cashiering duties and when assisting applicants, licensees, and Board staff with license renewal and application fee questions. The incumbent independently prepares correspondence in which they demonstrate their knowledge and ability to apply detailed regulations, policies and procedures. The incumbent exercises good judgment and effectively communicates with Board employees, applicants for licensure, licensees and other interested parties regarding various cashiering questions and issues. The incumbent performs their cashiering duties in accordance with the revenue collection mandates specified in Business and Professions Code sections 2420 and 2448, the State Administrative Manual, Department of Consumer Affairs' and Medical Board policy and procedure. The incumbent has responsibility for functional guidance in training and assisting less-experienced staff. Duties include, but are not limited to, the following:

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

**85% (E) Cashiering**

- Receives, secures and disburses receipts and reconciles cash received at the Board. Keys cashiering transactions and license renewal payments on the Department of Consumer Affairs' BreEZe system. **(25%)**
- Enters the applicable data on BreEZe, types forms and any necessary correspondence in the preparation of revenue and cash refunds, revenue transfers, return payment notices, dishonored check notices, license renewal disclosure requests, underpayment notifications and all related correspondence. Performs these duties in compliance with the State Administrative Manual, Department of Consumer Affairs' policies and procedures and cashiering procedures. **(20%)**
- Verifies accuracy and reconciles a variety of documents/reports generated by cashiering transactions including the automated cashiering Report of Collections. Maintains and types in applicable data to update the weekly cashiering statistics to be utilized by the MBC Budget Analyst. **(20%)**
- Types in updated information to maintain all accounting logs to ensure accurate tracking and management of confidential and sensitive cashiering records/files. Develops and recommends procedures and internal business process changes to improve accounting operations. Updates and maintains cashiering desk procedure manual. Provides training and functional guidance to new cashiering staff members. Responds to written and oral inquiries regarding accounting/cashiering issues by researching and accurately interpreting appropriate policies and procedures. Independently creates, revises and types cashiering forms and letters as needed. **(20%)**

**15% (E) Miscellaneous**

- Types and sends renewal notice deficiency letters and supplemental documentation to be completed by licensees, updated information into BreEZe to release renewal holds upon receipt of returned completed deficiency letters and updated licensee address information into Breeze.

B. Supervision Received

The incumbent works under the general direction 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 Committees in the performance of their cashiering responsibilities. In addition, the incumbent has frequent direct contact with licensees regarding the status of their application and renewal fees.

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.

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.)

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Employee Signature

Date

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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.

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Supervisor Signature

Date

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Printed Name

**Revised: TK 5/2015**

**Approved: JM 5/2015**