

Department of Consumer Affairs

Position Duty Statement

HR-041 (New 5/04)

Classification Title	Board/Bureau/Division
Office Technician (Typing)	Medical Board of California
Working Title	Office/Unit/Section / Geographic Location
	Central Complaint Unit, Case Management Section – Sacramento
Position Number	Effective Date
629-170-1139-011	

Under the general direction of the Staff Services Manager I, the incumbent provides journey level clerical support to the Central Complaint Unit and the Discipline Coordination Unit. The incumbent performs general office duties providing support to the units and is responsible for preparing the necessary documentation to ensure medical experts are paid timely for services performed.

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

45% Medical Expert Support (E)

Assembles and reviews the Statement of Services prepared by the board's medical experts reflecting hours spent reviewing cases for the Complaint Unit; compiles and enters the billing information to a Request for Payment form and forwards the completed form to DCA Accounting Office to generate payment; Inputs billing information to the master spreadsheet that reflects the total charges by expert and accumulated totals for the year; monitors billings received from the experts and refers those which appear to be excessive to the manager for review; acts as a liaison between the experts and DCA Accounting Office to follow up on outstanding invoices and track missing payments. **(25%)**
Prepares and types cover memos and billing forms for medical experts and assembles the complete package in preparation for shipping case files to medical experts located throughout the state; prepares shipping labels and on-line requests for pick-up from courier services such as FedEx, California Overnight etc. **(10%)**
Types pertinent information to the Board's data base regarding the shipping dates and return of case files sent to the medical experts. **(10%)**

20% Public Information/Consumer Information (E)

Answers, screens and directs telephone calls received through the Complaint Unit's main phone lines providing general consumer information and referring consumers to appropriate federal, state, local and community organizations; searches the Enforcement Tracking System to identify information relative to their complaint or search system for case numbers as needed to transfer calls to the appropriate Central Complaint Unit analyst. **(20%)**

10% Vendor Invoices (E)

Reviews invoices to ensure the charges for copying services are within the amounts allowed under law or consistent with the contract; contacts vendors to resolve billing discrepancies and researches issues raised by vendors regarding non-payment of invoices; monitors expenditures from contracted providers to ensure that the Board does not exceed the monies allocated in the contracts. **(10%)**

10% General Office Support (E)

Handles the most sensitive and confidential mail. Sorts, date stamps and distributes mail all incoming mail and correspondence to the appropriate Enforcement Program staff; sorts and distributes faxed inquiries and responses received in CCU to the appropriate Enforcement Program staff. Prepares and sends all outgoing mail to consumers, other departments and Enforcement Program. **(5%)**

Types orders and maintains the inventory of forms, brochures, supplies and publications used by the Central Complaint Unit. Performs day to day maintenance on all units' office machines (copiers, fax, printers, scanners, typewriters, phones, etc.) **(5%)**

10% Complaints – Case Files (E)

Prepares disciplinary and criminal action case files based on referral information and/or reports that have been provided by the district office(s); locates pending investigation files and matches with closing investigation reports to complete the case files. **(5%)**

Provides assistance to staff by typing complaint information into the enforcement tracking system; conducts a computer search to verify license status, fictitious business names or permits and identify any current investigative activity and records findings to either the automated Enforcement Tracking System or a spreadsheet. **(5%)**

5% National Practitioner Data Bank Reports (M)

Receives information reported to the National Practitioner Data Bank and conducts a search in Breeze to ensure that the individual named is a Medical Board licensee and to ensure information is not redundant; conducts a computer search to verify license status and enters the pertinent information to either the automated Enforcement Tracking System or a spreadsheet. **(5%)**

B. Supervision Received

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

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The Office Technician will have direct contact with consumers regarding the Board's jurisdiction and ability to assist them with their complaint. This information can be of a sensitive nature as the callers frequently describe the nature of their medical problems/conditions. The incumbent will also be in contact with Enforcement Offices, Business Services and other MBC headquarter office in order to carry out the normal day to day duties.

F. Actions and Consequences

Failure for the incumbent to perform duties adequately may result in providing inaccurate information to the public regarding the Board's ability to assist them with their consumer complaint; thus, potentially putting California healthcare Consumers in a harmful situation and impacting the Board's ability to carry out its mission to protect the public. Failure to direct mail to a correct address could cause a delay for the recipient to receive the package and may break confidentiality that the board affords its consumers regarding complaints. If files are matched incorrectly it increases the chances of lost/misplaced files which can delay proceeding with a case.

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. The incumbent will need to be able to type 40 words per minute. Sitting and standing requirements are consistent with office work. The incumbent must have the ability to lift and move heavy boxes weighing 25 – 30 pounds (supplies or case file boxes).

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

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