

**Department of Consumer Affairs**

Position Duty Statement

HR-041

<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>
	Discipline Coordination Unit – Sacramento
<b>Position Number</b>	<b>Effective Date</b>
629-170-1139-907	

Under the general direction of the Staff Services Manager I, the Office Technician (Typing) is responsible for performing the full range of clerical duties in the Central File Room and in support of the analysts in the Central Complaint Unit (CCU) and Discipline Coordination Unit (DCU). The Office Technician (Typing) is responsible for maintaining public and sensitive and confidential documents relative to complaint investigation and discipline of physicians and affiliated healing arts professionals; providing copies of public disciplinary documents to interested parties; managing the Record Retention Schedule for the Central File Room; scanning complaint and associated legal documents received in the CCU and the DCU into the Breeze database; and providing clerical support to the analysts in the CCU and DCU.

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

**50% Confidential Record and BreZE Database Management (E )**

- Receives the most sensitive and confidential mailed and faxed materials, which include complaints against health care providers, treatment and patient records investigative and legal documents. Reviews these documents, types identifying information into the BreZE database to determine the subject matter and to whom, in the CCU or DCU, the item should be distributed. Sorts, date stamps, and distributes these materials to the appropriate staff; retrieves sensitive and confidential mail daily from the Board’s Post Office box and reviews these materials and types specific identifying information into the BreZE database to determine the subject matter and to whom in the CCU or DCU the item should be distributed; types confidential data into the Enforcement Tracking System to identify information relative to complaints and searches the system for case numbers as needed to transfer calls to the appropriate CCU analyst. **(30%)**
- Maintains case-related data for Enforcement Management by accurately typing daily updates to the Accusation/Decision Log database and the automated tracking system (BreZE). **(10%)**
- Assists callers seeking information on how to obtain public information regarding physician discipline; types specific identifying information in the BreZE database to locate and then review the most sensitive and confidential records in an effort to identify and provide copies of public documents to healthcare consumers, medical insurance carriers, physicians, hospitals, law enforcement agencies, and other interested parties. **(5%)**
- Reviews sensitive and confidential enforcement records, types identifying information into BreZE to locate the public documents that are to be scanned and indexed. Scans sensitive and confidential complaint and associated legal

documents received in CCU and DCU into the BreEZe database. **(5%)**

**30% Central File Room Records Retention and Maintenance (E)**

- Responsible for typing identifying information into BreEZe in order to provide copies of records to enforcement analyst handling subpoenas served on the Medical Board. Oversees the arrangement and organization of records in the Central File Room to ensure a clean and safe environment. **(15%)**
- Coordinates, prioritizes and independently completes the Central File Room workload. Allocates materials and cross files, utilizing a difficult file setup, according to protocol and procedures; handles the most sensitive and confidential file materials which include closed complaint cases, discipline cases, which may contain sensitive and confidential patient and treatment records and investigative records, and other documents; sets priorities for processing requests for copies of legal documents. **(10%)**
- Compiles and distributes purge reports, evaluates materials to be purged for compliance with the Board's retention schedule and future usefulness; completes monthly purging of closed investigation files; tracks return of completed reports by other enforcement units statewide; and prepares files for archiving by pulling files and typing an archive lists. Updates and manages the Record Retention Schedule for records maintained in the Central File Room. **(5%)**

**20% Clerical Support (E)**

- Develops, updates, and types forms and letters used by the CCU and DCU; types and sends notification letters to Department of Health Care Services for new cases received in the Central File Room; processes Accusations Withdrawn to ensure compliance with Board regulations by removing Accusation from file and replacing with sheet with the purge date. **(5%)**
- Provides telephone coverage for the CCU and DCU on a rotating basis; answers, screens and directs telephone calls received through the CCU's main phone line, providing general consumer information and referring consumers to appropriate federal, state, local and community organizations. **(5%)**
- Performs maintenance on all CCU and DCU office machines (copiers, fax, printers, scanners, typewriters, phones, etc.); types supply orders; maintains an adequate inventory of forms, brochures, supplies, and publications used by the CCU and DCU. **(5%)**
- Provides back-up assistance to other Office Technician (Typing) in the DCU, as required, and performs other job-related duties as required. **(5%)**

B. Supervision Received

The incumbent works under the general supervision 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 members of the public in response to inquiries regarding public records related to enforcement cases and provides

instruction regarding the process to request copies and certified copies of the public documents. The incumbent will also have direct contact with Board employees and members, medical professionals, hospital staff, attorneys, insurance company representatives, and law enforcement officials regarding the availability of cases and public records. The Office Technician will also 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.

F. Actions and Consequences

Failure of the incumbent to perform duties adequately may result in not providing timely and accurate information to the public regarding the disciplinary actions taken by the Board against physicians' licenses or 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 adhere to the laws and regulations governing the disclosure of public documents puts the Board at risk for civil penalty. 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

The incumbent must be able to lift boxes and supplies weighing up to 25 lbs. 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.

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 requests from the public, MBC Staff, Board and Committee Members and DCA management.

The incumbent will 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

**New: tk 2-2014**

**Approved:**