

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 5/04)

Classification Title	Board/Bureau/Division
Office Technician (Typing) (PI)	Medical Board of California
Working Title	Office/Unit/Section / Geographic Location
	Enforcement –
Position Number	Effective Date
629-xxx-1139-907	

Under the general direction of the Supervising Investigator I, the incumbent works at the journey level providing clerical support to the investigative staff of the field office. The incumbent is responsible for preparing investigative reports, legal documents and correspondence. The incumbent will need to gain knowledge of legal and medical terminology. Additionally, the incumbent's duties include transcribing, ordering supplies, answering phones and general clerical support.

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

45% Investigative Files (E)

Transcribes investigative reports, medical consultant evaluations, and correspondence using transcription equipment, as requested by investigations, to be included in the investigation case file. **(25%)**

Prepares and types legal documents such as search warrants, evidence documents, etc. for investigative staff. **(10%)**

Prepares duplicate investigative files forwarded from MBC's Central Complaint Unit for investigation; prepares disciplinary and criminal action case files for transmittal to the Office of the Attorney General and Headquarters. Compiles, maintains, and updates the office Master Case File. **(10%)**

35% Receptionist Duties (E)

Answers, screens, and directs incoming calls from MBC employees, public, physicians and the Office of the Attorney General; answers routine and complex questions related to professions and occupations regulated by the Medical Board. **(15%)**

Sorts, date stamps, and distributes all incoming mail and correspondence to the appropriate District Office staff; sorts and distributes faxed inquiries and responses received in the office to the appropriate District Office staff; prepares and sends all outgoing mail to consumers, other departments and Headquarters. **(10%)**

Provides assistance to Office staff by composing and typing miscellaneous correspondence, copying documents; updates reference telephone numbers to be used by the District Office staff; maintains Conference Room scheduling calendar for the District Office staff. **(10%)**

20% General Clerical Duties (E)

Types orders and maintains the inventory of forms, brochures, supplies and publications used by the District Office; contacts vendors or state stores to determine cost of supplies in order to make purchase; monitors contracts with vendors for the District Office; performs day to day maintenance on all units' office machines (copiers, fax, printers, scanners, typewriters, phones, etc.); maintains confidential and administrative office files including attendance, equipment, and inventory. **(10%)**

Collects, reviews, reconciles, and submits to Headquarters all district office staff's mileage log and monthly attendance; updates and maintains all policy and procedure manuals; develops automated tables and charts to categorize and display records seized during pharmacy audits (i.e., number of prescriptions written, types of drugs prescribed, etc.) **(10%)**

B. Supervision Received

The incumbent works under the general direction of the Supervising Investigator I.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent has direct daily contact with co-workers (which include but is not limited to Supervising Investigator I's, Senior Investigators, Investigators, Investigator Assistants, Medical Consultants, upper management and Headquarters Staff) in order to carry out daily MBC business. Has direct and frequent contact with the public regarding the role of the Medical Board and answers questions and directs them as necessary.

F. Actions and Consequences

If the incumbent does not perform the job duties adequately and/or timely, it impacts the other District Office Staff. Other District Staff would be required to perform the duties of this employee and would cause a back-log in their assigned duties. This could cause delays in case processing; thus, potentially exposing California Healthcare Consumers to substandard care and putting them at risk and MBC may be out of compliance with the legal timeframes set forth in the Business and Professions Code.

G. Functional Requirements

The incumbent works 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. Travel may be required. If travel is required, it will be by commercial carrier or auto whichever method is in the best interest of the State. Travel may be for one or several days. **This position requires regular attendance and a regular work schedule.**

H. Other Information

Incumbent must possess good oral and written communication skills, use good judgment in decision making, manage time and resources effectively, be able to work efficiently and cooperatively with others in a team setting or independently. Incumbent must be able to work under changing priorities and deadlines.

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

Revised: 8/2011

Approved: DScott 8/2011