

**Department of Consumer Affairs**  
 Position Duty Statement  
 HR-041 (new 5/04)

<b>Classification Title</b> Office Technician (Typing) 24 hours per week	<b>Board/Bureau/Division</b> Medical Board of California/Probation
<b>Working Title</b>	<b>Office/Unit/Section / Geographic Location</b> Probation –North / Sacramento
<b>Position Number</b> 629-191-1139-999	<b>Effective Date</b>

Under the general direction of the Staff Services Manager I, the incumbent works at the journey level providing clerical support to Probation Headquarters and the other Probation Units (South and LA Metro). The incumbent performs the duties and responsibilities related to tracking receipt of payments made by physicians for court ordered probation costs and preparing and updating probation’s master files. Additionally, the incumbent’s duties include independently composing original correspondence, ordering supplies, answering phones, handling sensitive and confidential mail, and serving as the Probation Unit’s attendance clerk.

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

**25% Receipt of Board Ordered Probation Costs (E)**

- Independently reviews and reconciles payments (received from physicians on probation) for probation monitoring costs and costs associated with board-ordered medical and psychiatric evaluations; determines if the payment is for probation monitoring costs, and/or costs associated with board-ordered medical and psychiatric evaluations types the payment into the BreEZe System to record receipt of the payment ensuring the correct probationer and accurate costs are credited Enters cost information into an Excel spreadsheet that is transmitted to cashiering with the accurate payment amount, licensee information, and appropriate compliance number to identify where the Cashiering Unit must apply the monies. **(20%)**
- Types probationer’s annual notification letter to inform them of costs due. Communicates with Inspectors and probationer’s regarding payment status and any outstanding costs due. Types background documentation for either the Attorney General or the Citation Program to support charging the probationer with a violation of probation for non-payment of board-ordered costs. **(5%)**

**25% Probation Files (E)**

- Compiles the probation working files for all probation offices ensuring all required forms and supporting documentation are included. Maintains the master data files for the probationers located on the Probation network drive. Sends the working files to the assigned Inspector. Reviews probation and petition files and identifies and types a list of materials to be purged in accordance with the MBC retention schedule. **(20%)**
- Types the initial probation monitoring costs letter for all new probationers. Required to determine the prorated amount of the costs from the effective date to the end of the current calendar year. Provides the letter to the assigned Inspector when sending the working file. **(5%)**

**25% General Office Duties (E)**

- Provides assistance to office staff by independently composing and typing a variety of correspondence, copying documents; handles the most sensitive and confidential incoming mail and disseminates to appropriate staff; updates reference telephone numbers to be used by the office staff. Maintains confidential and administrative office files including attendance and travel claims for probation staff. Reviews, logs and forwards Expert Statements, Witness Fee Claims, and other probation related statements for payment. Collects, reviews and submits probation staff's mileage logs. Maintains equipment, inventory, and vehicle data by ensuring that reporting due dates are met and verified. **(15%)**
- Collects attendance from the Staff Services Manager I or Inspector III for the Probation Unit North and ensures each 634 is signed by the supervisor before forwarding to MBC human resources analyst. Orders and maintains an adequate inventory of forms and office supplies; contacts vendors or state stores to determine cost of supplies in order to make purchase and ensures compliance with state bidding requirements. Receives, reviews, and reconciles CalCard invoices and ensures accuracy of charges. Reviews and reconciles invoices for vehicle repairs and maintenance prior to forwarding for payment. **(10%)**

**25% Receptionist Duties (E)**

- Answers, screens and directs incoming calls from MBC employees, the public, physicians, probationers and/or their legal representatives, and staff from the Office of the Attorney General; types identifying information from callers into BreEZe to determine who should receive the call; answers routine and general questions related to professions and occupations regulated by the Medical Board; responds to general probation unit and function questions; provides consumers additional resources and refers them to federal, state, local and community organizations. **(15%)**
- Sorts, date stamps and distributes all incoming mail and correspondence to the appropriate office staff; types identifying information from mail articles into BreEZe to determine to whom item should be distributed; sorts and distributes faxed inquiries and responses received from probationers to the appropriate Inspector. Prepares and sends all outgoing mail and schedules overnight pickup. **(10%)**

B. Supervision Received

The incumbent receives general direction from the Staff Services Manager I.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent has direct daily contact with Probation co-workers (which includes but is not limited to Staff Services Manager, Inspectors, Associate Governmental Program Analysts, and MST) and MBC Headquarters in order to carry out daily Board business. Has direct contact with the public and probationers regarding the role of the Medical Board and answers common questions and directs them as necessary. The incumbent has occasional direct contact with staff from the Attorney General's Office.

F. Actions and Consequences

If the clerical support does not perform the job duties adequately and/or timely, it impacts the workload of other probation employees. Other probation staff would be required to perform the duties of this employee and would cause a back-log in their assigned duties. Additionally, if funds are not tracked or applied to the correct probationer, the Board may

inappropriately file an administrative action against the probationer charging a violation of probation for non-payment of costs. The Board would incur charges for the attorney's fees from the Office of the Attorney General and could potentially be named in a lawsuit by the licensee for defamation of character.

G. Functional Requirements

The incumbent works a 24 hour work 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. 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. Typing is a regular and essential part of this position and typically encompasses a significant portion of the work time. The incumbent must be able to type at a speed of not less than 40 words per minute. **This position requires regular attendance three days a week.**

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.)

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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: CH/TK 12/2014  
Approved: JM 12/2014