

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 12/09)

Classification Title	Board/Bureau/Division
Office Technician (Typing)	Medical Board of California
Working Title	Office/Unit/Section/Geographic Location
	Licensing Program – Sacramento
Position Number	Effective Date
629-160-1139-XXX	

Under the general direction of the Licensing Section Manager, Staff Services Manager I (SSM I), the incumbent is part of the Medical Board's (MBC) Licensing Program's support services staff. The incumbent regularly and independently performs a variety of the most difficult duties and is expected to consistently exercise a high degree of initiative and independence in establishing physician and surgeon license application files by applying the applicable Business and Professions Code (B & P) sections to determine a physician applicant's licensing pathway (required exams and supporting documents); assembles and establishes both physical and electronic physician application files; handles the most sensitive and confidential mail submitted in support of an application or in support of various issues before the Board. The incumbent may provide suggestions to management to improve the efficiency and effectiveness of support staff duties and responsibilities. In addition, the incumbent trains new staff on policy and procedures related to the handling of licensing applications and supporting documents to ensure all support staff are performing the duties and responsibilities efficiently, effectively, and consistently.

A. SPECIFIC ASSIGNMENTS [Essential (E) / Marginal (M) Functions]**55% FILE PREPARATION (E)**

Creates new application files. Applies the applicable B & P sections to independently determine the applicants' licensure pathway. Types labels and assembles the supporting documentation for each application per the Licensing policy for Mandatory Order of File. Determines if the required supporting materials have been provided by the applicant and authorized third-party sources and independently develops original correspondence notifying the applicant of the receipt of documents and the status of the fingerprints per the Licensing Program's policies and procedures. **(25%)**

Independently creates both physical and electronic file records (BreEZe) for each application received; updates the BreEZe database by typing in the date and the determined licensing pathway of each application received. **(20%)**

Independently prepares requests, containing personal and confidential information ascertained from licensing applications, and submits this information electronically to the American Medical Association and/or National Practitioner Data Bank in order to obtain confidential and sensitive physician profiles which are utilized to verify the applicant's responses/answers on the license application. **(5%)**

By typing in specific identifying information, updates BreEZe to record the receipt date of fingerprint cards and Live Scan forms; independently prepares original correspondence and returns fingerprint cards to potential applicants who have failed to submit their application and processing fees within the prescribed time frame per Board policy. **(5%)**

40% MAIL PROCESSING (E)

Handles the most sensitive and confidential mail which may contain official college transcripts, court records, arrest records, performance evaluations, treatment records, and personal, detailed explanations from applicants regarding various issues. Receives and opens all incoming mail, date stamps and sorts mail, types updated information into BreEZe to accurately record the mail items received and the date. Types in specific identifying information into BreEZe to determine the subject matter of various mail items and to whom in the Licensing Program (or Board) the mail items are to be distributed. Identifies mail items that have arrived prior the application and maintains these in a specific location until they may be united with the application. **(15%)**

Logs all priority/overnight mail by typing information into an Excel spreadsheet in order to track the receipt of sensitive and confidential mail items and documents; types specific identifying information into BreEZe to determine the subject matter and to whom in the Licensing Program (or Board) the mail items/documents should be routed **(15%)**

Types specific identifying information into BreEZe to locate and then deliver mail when requested by licensing staff. **(5%)**

Receives, researches and resolves mail desk problems related to lost or misdirected mail or new applications and other discrepancies quickly and precisely. Monitors the efficiency of the various front-end support tasks and makes suggestions to management regarding improvements. Provides training to new hires on front-end support tasks. **(5%)**

5% SCANNING (E)

Pursuant to the Board's policies and the procedures of the State's Record Retention Center, independently archives all applications and supporting documents utilizing a scanner; ensures and maintains the integrity of the files by preparing the files for storage in accordance with the State Records Retention schedule. Maintains and updates a chronological listing of all archived documents by typing information into an Excel spreadsheet. Organizes and maintains the Licensing File Room and the Licensing Library containing previous Board Meeting documents, confidential materials, etc, to ensure materials are chronicled and are safely and easily accessed by staff.

B. Supervision Received

The incumbent works under the general direction of the Licensing Manager (SSM I).

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent has direct contact with staff and management of the Licensing Programs regarding sensitive/complex licensing issues. The incumbent also has direct contact, as needed, with license applicants and the public. In addition, the incumbent has direct and daily contact with other Board Management and employees.

F. Actions and Consequences

If the incumbent does not perform his/her job adequately, mail may not be processed in a timely manner or misfiled, an incorrect identification of a licensing pathway could cause the incorrect supporting documentation to be requested from the applicant; may cause a file to be unrecoverable if a doctor's name or license number is scanned incorrectly. Ultimately, if the

incumbent does not perform his/her duties and responsibilities adequately an application may not be licensed in a timely manner which could cause the licensee a hardship or could cause the Board to not fulfill its mission of protecting California Healthcare Consumers through proper licensure.

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. 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.)

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

Updated: 8/2014 (TK)
Approved: 10/2014 (JM)