STATE OF CALIFORNIA

EMERGENCY MEDICAL SERVICES AUTHORITY

DUTY STATEMENT

GS 907T (REV. 04/02)

SHADED AREA FOR HUMAN RESOURCES ONLY

INSTRUCTIONS: Refer to the Payroll and Personnel Procedures Manual (PPPM) for Duty Statement Instructions.

RPA- **008**	EFFECTIVE DATE:

1. DGS OFFICE OR CLIENT AGENCY EMS Authority	POSITION NUMBER (Agency - Unit - Class - Serial)
2. UNIT NAME AND CITY LOCATED Paramedic Licensure Unit	3. CLASS TITLE Office Technician (Typing)
4. WORKING HOURS/SCHEDULE TO BE WORKED 8:00 a.m. to 5:00 p.m.	5. SPECIFIC LOCATION ASSIGNED TO Rancho Cordova
6. PROPOSED INCUMBENT (If known)	7. CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 312-900-1139-002

YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.

8. BRIEFLY (1 - 3 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Under the general supervision of the SSM I, Paramedic Program Unit (PPU), the Office Technician (T) will perform a variety of duties requiring adaption to various situations, sound judgment as to which learned work method to apply for the desired result, and the ability to communicate effectively.

9. Percentage of time performing duties	10. Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. *(Use additional sheet if necessary)*

35%	**ESSENTIAL FUNCTIONS**
	The Office Technician (OT) (T) serves as the first line liaison for the PPU. This position requires in-depth knowledge and application of regulations, policies and procedures and performs the duties of the position in accordance with Departmental and PPU Policies & Procedures, Health and Safety Code, State and Federal laws and rules, Management memos, State Administration Manual (SAM), California Code of regulations (CCR's) and Government Code using Microsoft Outlook, Excel, Word, and My License Office (MLO), and other appropriate software, and using a telephone.
	
	In order to ensure the proper handling and accurate accounting of payments received from paramedic licensure applicants and/or licensees by maintaining good accounting practices, adhering to the PPU Policies & Procedures and to the SAM requirements, the incumbent will:
	• Maintain purchase orders from fire departments that have invoiced for payment of paramedic initial licenses and renewals.
	  ○ Prepare spreadsheet on MLO to send to the Department of General Services (DGS) for billing and forwards to appropriate PPU staff.
	  ○ Follow up in writing when payments are overdue by matching billing paperwork to individual fire departments, noting on billing paperwork when payments are received.
	• Allocate the payments and purchase orders to the appropriate applicant or licensee and input information into MLO.

11. SUPERVISOR'S STATEMENT: ***I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
June Leicht		

12. EMPLOYEE'S STATEMENT: ***I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT***

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE

	Essential Functions (continued) • Receive payments via mail or in person and verify their accuracy using knowledge of Paramedic Regulations and Central Registry Regulations. • Reconcile check or purchase order batches using a ten key calculator. • Endorse all checks received with the bank endorsement stamp.
20%	In order to ensure the accurate generation of Emergency Medical Technician (EMT) Invoices and the proper handling of EMT Invoice payments by maintaining good accounting practices, adhering to the PPU Policies & Procedures and to the SAM requirements, the incumbent will: • Maintain invoices for the EMT 2010 Program. • Prepare invoices on MLO to send to the certifying entities for billing and mail to appropriate certifying entities. • Follow up in writing when payments are overdue by matching billing paperwork to invoices, noting on billing paperwork when payments are received. • Receive payments via mail or in person and verify their accuracy using knowledge of Paramedic Regulations and Central Registry Regulations. • Reconcile check or purchase order batches using a ten key calculator. • Endorse all checks received with the bank endorsement stamp.
20%	In order to facilitate the licensing and renewal of paramedics, assist licensure applicants in the application process per PPU Policies & Procedures and ensure accurate paramedic licensure records, the incumbent will: • Open, date stamp, and distribute PPU mail and interagency mail to appropriate staff. • Document in MLO the return of personal documents (i.e., birth certificates and passports) to applicants and use the designated overnight mail service to return the document per PPU Policies and Procedures. • Print and mail EMT cards for designated entities.
15%	In order to ensure applicants eligibility requirements are met per the PPU Policies & Procedures and the appropriate CCR's, the incumbent will: • Print, sort, and distribute state and federal Criminal Offender Record Information reports for EMT's and paramedics using the California Department of Justice secure mail server.
5%	In order to provide quality customer service, the incumbent will: • Act as a receptionist for the PPU, assist paramedics, providers, local EMS agencies, paramedic-training program directors, and all others in resolving educational and licensing problems by phone, written communication, and in person per PPU Policies and Procedures in order to ensure that accurate information is disseminated.
5%	**MARGINAL FUNCTIONS** • Maintain hard copy files and purge files as directed by SSM I. • Perform other functions related to licensure activities.
	KNOWLEDGE AND ABILITIES **Knowledge of:** Modern office methods, supplies and equipment; business English and correspondence; principles of effective training. **Ability to:** Perform difficult clerical work, including the ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively; provide functional guidance.

SPECIAL PERSONAL REQUIREMENTS: Ability to: Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.

SPECIAL REQUIREMENTS

During emergency operations, may be required to work in EMSA's Departmental Operations Center, other governmental Emergency Operations Centers or in EMSA's field Mission Support Team to provide assistance in emergency response and recovery activities. Staff is required to complete emergency management and Incident Command System (ICS) training based on their respective roles in a response and participates in periodic departmental and statewide readiness drills and exercises.

Under these emergency operations, staff need to work effectively and cooperatively under stressful conditions with short lead times; work weekends, holidays, extended and rotating shifts (day/night); and may be required to travel statewide for extended periods of time and on short notice.

DESIRABLE QUALIFICATIONS

- Positive attitude.
- Dependable and excellent attendance record.
- Excellent customer service skills.
- Excellent organization skills.
- Work as a team member and independently.

WORK ENVIRONMENT, MENTAL AND PHYSICAL ABILITIES

- Appropriate business attire for a professional office environment.
- Ability to communicate confidently and courteously with people of different backgrounds, different ethnic origins, and different personality types; with the general public, private sector professionals and people of various level of responsibility within state, local and the federal government.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to use a computer.
- Ability to travel on an occasional basis and occasionally work overtime.