

DUTY STATEMENTDuty Statement for
Clerical / Office / Processing Classifications

State Compensation Insurance Fund

Employee's Name (First, Last)	
Program Business Services	Work Unit Document Management
Position's Authorized Classification (and Range) Program Technician	Report To Supervising Program Technician I
Position Title Program Technician LT	Position Serial Number
Incumbent Appointment Classification (and Range) Program Technician Range A	CBID R04
	FLSA Status <input checked="" type="checkbox"/> Covered, Work Week Group 2 <input type="checkbox"/> Not Covered, Exempt WWG <input type="checkbox"/> E or <input type="checkbox"/> SE

PURPOSE/SCOPE:

Briefly describe or summarize the position's major functions. Why the position exists? Typically includes the following:

- Intent/Purpose of the position
- Degree of direction/supervision (Under what direction)
- Nature and level of the work

Example: Under direction (*degree of supervision*), perform the full range (*scope*) of varied, sensitive**, and complex** (*level of work*) analytical and consultative work necessary to effectively administer the program's _____ function (*reason for the position*).

** "Sensitive" and "Complex" should be defined

Under supervision of the Supervising Program Technician, the Program Technician will perform general clerical duties relating to Claims Local Print. This position is designated as essential, is not telework eligible, and the ability to work onsite full time is required and considered an essential function of the job. In all aspects of the performance of these duties, the incumbent will:

- Establish and maintain effective working relationships and uphold principles of integrity in the workplace
- Provide quality customer service and respond to inquiries in a timely manner
- Maintain confidentiality of all information encountered in the course of employment
- Take ownership of each customer contact to address needs and endeavor to meet State Fund objectives
- Follow the principles of State Fund's Code of Conduct and Equal Employment Opportunity guidelines
- Maintain a safe work environment
- Defend State Fund against fraudulent activities
- Maintain regular and predictable attendance during working hours, following Business Services' Office Procedures.
- Communicate effectively and with professional courtesy to all members of State Fund's workforce and external customers

Supervisor's Statement: I have discussed the duties of the position with the employee		
Supervisor's Name (Print)	Supervisor's Signature	Date
Employee's Statement: I have discussed with my supervisor the duties of the position and have received a copy		
Employee's Name (Print)	Employee's Signature	Date

Duty Statement Origination or Revision Date July 21, 2022

KEY RESULTS/ESSENTIAL FUNCTIONS: Specifically describe the 3-5 Key Results (or Essential Functions) of the position in order of their importance to achieve the purpose/scope of the position.

Each Key Result/Essential Function description should have statement(s) consisting of

1	2	3
An <u>action verb</u> : What is done? Define or elaborate on common vague words (e.g., "coordinates", "monitors", "assists")	The immediate <u>object</u> of the action	The <u>reason</u> for the action: Why?

In all aspects of performing the following Key Results/Essential Functions the incumbent will

- comply with the Code of Conduct and
- maintain regular and predictable attendance and/or communication availability during working hours.

The statements contained in this duty statement reflect general details as necessary to describe the principal results/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.

40%

- 1) Print and process claims letters for and incoming/outgoing mail. Perform quality control of all printed letters to safeguard and uphold privacy regulations. (This is an essential function of the job.)
 - a. Perform Quality Control according to workers' compensation laws, rules and regulations; review letter recipients for possible ex-parte communication and ensure there is no co-mingling of documents or envelopes.
 - b. Remove any co-mingled documents and follow up to ensure the documents are repaired or separated in CARE.
 - c. Sign and date Proof of Service and Attestations and upload copies to CARE.
 - d. Ensure that letters are sent within the appropriate time frames based on letter priority (BI letters, Rush etc.)
 - e. Properly prepare the envelope and ensure it is sealed.

30%

- 2) Effectively manage CARE print queue and print batches (This is an essential function of the job.)
 - a. Follow the approved time frames for release and printing of letters in accordance with CMRD and Claims approved print cut-off time.
 - b. Identify failed print batches, submit and follow up with IT tickets timely to ensure transmitted letters are printed in the intended time frame and elevate unresolved printing issues to SPT I within the approved Service Level Agreement (SLA).
 - c. Maintain batch sheets for each print batch processed and complete daily logs.
 - d. Close print batches at the end of day and no later than 24 hours after print job is processed.

15%

- 3) Convert larger files to compact disc. (This is an essential function of the job.)
 - a. Identify and verify medical documents that contain 61 or more pages.
 - b. Follow steps necessary to burn documents onto a disc.
 - c. Review for accuracy and prepare each burned disc for mailing.

10%

- 4) Provide back up coverage and complete special duties and projects as assigned. (This is an essential function of the job.)
 - a. Provide back up coverage, as needed, for other Document Management and Shared Services functions, appropriate for this classification.
 - i. Other functions include, but are not limited to, QC of letters, File & Serve, onsite or offsite mail delivery and pick up, printing, scanning, managing paper, files, receptionist desk coverage, managing pool cars, and \ travel desk duties.
 - ii. Deliver mail to USPS or other mailing facility if needed
 - b. Other duties and special projects to assist Business Services' initiative to support other programs.

5%

- 5) Attend and participate in regular meetings and check-ins to stay up to date and connected in a hybrid work environment. These meetings and check-ins include but are not limited to on-camera Zoom video conferencing, Skype and phone calls are tools to stay connected in a hybrid work environment.
- a. 1:1's, skip level meetings and check-ins with supervisors and management. (Required)
 - b. Unit and program meetings relevant to operations. (Required)
 - c. Business Services meetings (town halls, employee appreciations etc.)
 - d. OneAdmin program check-in meetings

100%

REQUIRED QUALIFICATIONS/COMPETENCIES (KNOWLEDGE, SKILLS/ABILITIES):

KNOWLEDGE AREAS:

- Working knowledge of automated office equipment (e.g., copy machine, fax, personal computer, multi-line telephone, etc.) to perform duties
- Working knowledge of office practices and procedures (e.g., filing, answering telephones, receptionist duties, supply/equipment ordering, etc.)
- Working knowledge of State Fund [Claims, Policy] applications and documents
- Working knowledge of Corporate/Regional Office policies and procedures related to providing [Claims, Policy] clerical support
- Working knowledge of State Fund standard software applications
- Working knowledge of business English and correspondence

SKILLS/ABILITIES:

- Skill/Ability to acquire, apply, and maintain knowledge of current office practices and procedures
- Skill/Ability to interpret and apply policies and procedures and take appropriate action
- Skill/Ability to screen mail, visitors, and telephone calls and take appropriate action
- Skill/Ability to communicate professionally and effectively, verbally and in writing
- Skill/Ability to achieve results according to objectives
- Skill/Ability to effectively work with and relate with other people
- Skill/Ability to work as a team with co-workers and management to address and resolve issues

WORK ENVIRONMENT:

Physical Requirements

- Computer data entry, frequent light lifting, bending, reaching, carrying, and telephone work; mobility to various working areas
- Incumbent works in a hybrid office environment (onsite and/or remote - based on business needs)
- Phone calls, Skype, Zoom and video conferencing is required to stay connected in a hybrid work environment
- Walk/Stand for up to 2 hours at a time.

Travel

- Travel may be required.

Emergency call backs

Not Applicable

Work Hours

Work hours will be based on business needs within core hours