



PERSONNEL COMMISSION

Class Code: 5139
Salary Range: 24 (CO)

PHYSICIAN SERVICES TECHNICIAN (C)

JOB SUMMARY

Under general direction, perform a variety of technical and confidential duties in support of the District's Employment Physician Services; assist in the return to work of non-industrial injured and ill District employees; prepare a variety of records and reports related to assigned activities; perform related duties as assigned.

EXAMPLES OF DUTIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Perform a variety of technical and confidential duties in support of the District's Employment Physician Services; assure compliance with applicable laws, codes, rules and regulations; assist administrative staff with comprehensive personnel activities and programs. **E**
- Assist in the return to work of non-industrial injured and ill District employees; verify employee eligibility for leaves such as sick, statutory, Family Medical Leave Act (FMLA) and California Family Rights Act (CFRA); advise employees regarding their rights and conditions related to the use of available leaves. **E**
- Consult with medical professionals regarding administration of employee leave benefits, employee injuries, medical treatments, disability management, therapy requirements, length of recuperation, work restrictions and special accommodations to assist employees returning to work; assure compliance with the Health Insurance Portability and Accountability Act (HIPAA). **E**
- Serve as a liaison between District departments, rehabilitation counselors, Third Party Administrators, medical personnel and other outside agencies to exchange information, resolve issues or concerns and coordinate activities. **E**
- Schedule Americans with Disabilities (ADA) meetings with employees; identify support services that may assist employees including counseling and community organizations; attend ADA meetings as directed. **E**
- Provide information and assistance to employees completing a variety of forms and applications; distribute and collect forms; compile information and signatures; assure accuracy of forms and applications. **E**
- Process a variety of forms and applications such as requests for appointments and new hire medical assessments. **E**
- Compose a variety of correspondence including forms, letters, memoranda, special projects, legal documents and other materials for distribution. **E**

- Coordinate office communications; initiate and answer telephone calls; take and relay messages; provide information of general or technical nature to District staff and others. *E*
- Prepare and maintain financial and statistical records related to assigned activities including the employment physician contract; collect and account for fees; record expenditures and monitor unit budgets; initiate purchase requisitions and budget transfers. *E*
- Compile information and prepare, maintain and purge a wide variety of auditable files, records and reports according to established procedures, time lines and regulations; assist in responding to court orders, subpoenas and Public Records Act requests. *E*
- Input data and information into assigned databases; generate mandated and requested reports; assure accuracy of input and output information. *E*
- Plan, implement and oversee the annual District Tuberculosis survey; collect and record survey data. *E*
- Assist with the revision and implementation of District policies and procedures related to assigned activities; assist with special projects and research issues for collective bargaining purposes; maintain confidentiality regarding issues related to negotiations and other collective bargaining matters. *E*
- Operate a variety of office equipment including a computer and assigned software; drive a personal vehicle to visit sites and employees. *E*
- Attend a variety of meetings and conferences to maintain current knowledge of legislation related to assigned activities including FMLA and ADA issues; conduct trainings and workshops for District employees to enhance the quality and visibility of the District's Employment Physician Services. *E*
- Train and provide work direction and guidance to technical and clerical personnel as assigned. *E*
- Provide assistance and participate in other areas of Employment Physician Services and Human Resource Services operations and activities as directed.

Note: At the end of some of the duty statements there is an italicized "E" which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.

DISTINGUISHING CHARACTERISTICS

Incumbents in the Physician Services Technician (C) perform a variety of technical and confidential duties in support of the District's Employment Physician Services programs and activities. Incumbents assist in the return to work of non-industrial injured and ill employees throughout the District. Incumbents are required to maintain confidentiality and demonstrate strong interpersonal skills and positive public relations in their contacts with the public and District employees.

EMPLOYMENT STANDARDS

Knowledge of:

Applicable laws, codes, rules and regulations related to assigned activities.
District policies and procedures related to processing employee leaves of absence.
General legal and medical terminology related to applicable federal regulations.
Modern office practices, procedures and equipment.
Basic budgeting principles related to monitoring and control.
Research methods and report writing techniques.
Record-keeping and filing techniques.
Interpersonal skills using tact, patience and courtesy.
Oral and written communication skills.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Operation of office equipment including a computer and assigned software.
Public speaking techniques.

Ability to:

Perform a variety of technical and confidential duties in support of the District's Employment Physician Services programs and activities.
Interpret, apply and explain applicable laws, codes, rules and regulations.
Explain leaves of absence coverage and benefits to employees.
Maintain comprehensive records and files and prepare reports.
Monitor and balance assigned budgets.
Compose correspondence and written materials independently.
Work confidentially with discretion.
Communicate effectively both orally and in writing.
Operate a variety of office equipment including a computer and assigned software.
Type and input data at an acceptable rate of speed.
Work independently with little direction.
Meet schedules and timelines.
Complete work with many interruptions.
Understand and work within scope of authority.
Determine appropriate action within clearly defined guidelines.
Prepare and deliver oral presentations.

Education and Training:

Graduation from high school supplemented by college-level course work in human resources, accounting or a related field.

Experience:

Two years of technical or professional-level human resources or medical office administrative experience.

OR

Two years of experience as a Human Resources Technician with the Long Beach Unified School District.

Any other combination of training and experience that could likely provide the desired skills, knowledge or abilities may be considered.

SPECIAL REQUIREMENTS

Positions in this classification require the use of a personal automobile and possession of a valid California Class C driver's license.

WORKING ENVIRONMENT

Office environment.

Driving a vehicle to conduct work.

Potential for contact with dissatisfied or abusive individuals.

PHYSICAL DEMANDS

Dexterity of hands and fingers to operate a computer keyboard.

Hearing and speaking to exchange information and make presentations.

Seeing to read a variety of materials.

Sitting for extended periods of time.

Reaching overhead, above the shoulders and horizontally to file materials.

Bending at the waist, kneeling or crouching to file materials.

AMERICANS WITH DISABILITIES ACT

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

APPOINTMENT

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of six (6) months during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.