

## DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT	POSITION NUMBER (Agency - Unit - Class - Serial) 086-228-5278-002
UNIT NAME AND CITY LOCATED Community Resources	CLASS TITLE Management Services Technician
WORKING DAYS AND WORKING HOURS	SPECIFIC LOCATION ASSIGNED TO
<p>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 INGENUITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY, AND WITH RESPECT ARE CRITICAL TO THE SUCCESS OF THE DEPARTMENT'S MISSION.</p>	
<p>Under supervision of the Community Resources Manager (CRM), the Management Services Technician (MST) will perform the less difficult gathering and analysis of program information associated with the Rehabilitative Achievement Credit (RAC) earning programs, Milestone Completion Credit (MCC) earning programs, Inmate Activity Groups (IAGs), Self-Help Programs, Innovative Grant Recipient (IGE) programs, Self-Help Sponsors, and Volunteers. The duties require the ability to analyze written and numerical data accurately; write and communicate effectively; interpret and edit written material; and maintain professional demeanor and confidentiality as required. The MST will assist with data and tracking of inmate group activities into Strategic Offender Management System (SOMS). The MST will provide assistance and guidance to inmates while sponsoring inmate group activities. MST work hours would be primarily during third watch (afternoon/evening hours) and weekends to align with the majority of RAC programs. <b>2nd shift 12:00pm - 8:00pm Regular Day Off Sun and Monday.</b></p>	
% of time performing duties	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. <i>(Use additional sheet if necessary)</i>
30%	<p>Collect, review, and analyze program related information for inmates and input Inmate Assignment activity data into tracking databases to include but not limited to Strategic Offender Management System (SOMS), SharePoint, and Excel. Place inmates on waiting lists for activities in SOMs. Analyze waitlists, recognize barriers, and make recommendations to management as appropriate. Gather information to process and issue Inmate Assignment Cards for each assigned inmate. Verify inmates complete the 52 hours of qualifying RAC activities to ensure the one week reduction is appropriately applied within established deadlines. Assist in performing program research, collecting data and preparing summary statistical data, and other reporting purposes. Identify trends and make recommendations to management to improve the performance of programs. Support timely and effective implementation of programs by providing verification, tracking, recording, and monitoring support as needed. Perform preliminary data analysis, summarize results, and follow up for clarification and/or additional information for reporting or auditing purposes. Create reports, charts, memorandums by utilizing the data collected, reported and analyzed regarding program performance, periodic program evaluations and standards compliance reviews of the various programs.</p>
30%	<p>Provide support to the Department's credit earning program opportunities. Sponsor inmate group activities within the institution grounds, such as alcohol and substance abuse prevention, anger management, victim awareness and best parenting practices. Oversee all activities within the designated area during the programs' allotted timeframes and gather daily attendance rosters; verify inmate's presence; secure all activity areas when not in use; promote and inspire inmate cooperation; and verify satisfactory participation for each inmate in the program.</p>
30%	<p>Log into various tracking database and analyze incoming volunteer packages, review to determine action required, refer to the appropriate staff, and provide follow-up ensuring due dates are met. Compose responses to inquiries for review and approval of appropriate staff. Communicate with institution staff, headquarters staff, inmates, and the public regarding program offerings.</p>

% of time performing duties	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. <i>(Use additional sheet if necessary)</i>
10%	Perform any combination of general office, clerical and/or typing duties which may include, but is not limited to: preparing/editing/formatting correspondence, reports and other documents; mailing and/or document handling; filing; photocopying; using office related equipment and approved computer software in a competent manner and records management. Provide administrative support, participate in meetings, and workgroups.

<b>SUPERVISOR'S STATEMENT: <i>I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE</i></b>		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
<b>EMPLOYEE'S STATEMENT: <i>I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT</i></b>		
<b>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 balance the workload.</b>		
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE