

**CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION**

POSITION DUTY STATEMENT

PROPOSED

CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM California Medical Facility (CMF)		POSITION NUMBER (Agency-Unit-Class-Serial) 076-218-1141-xxx			
DIVISION / UNIT  CMF / Custody / Mailroom		CLASSIFICATION TITLE Office Services Supervisor I (General)			
		WORKING TITLE Mailroom Supervisor			
		TIME BASE / TENURE FT/P	CBID S04	WWG 2	COI Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
LOCATION Solano County		INCUMBENT		EFFECTIVE DATE	
<b>CDCR'S MISSION and VISION</b>					
<p><b>Mission</b> We enhance public safety through safe and secure incarceration of offenders, effective parole supervision, and rehabilitative strategies to successfully reintegrate offenders into our communities.</p> <p><b>Vision</b> We enhance public safety and promote successful community reintegration through education, treatment, and active participation in rehabilitative and restorative justice programs.</p>					
<b>COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION</b>					
<p>The California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (CCHCS) are committed to building and fostering a diverse workplace. We believe cultural diversity, backgrounds, experiences, perspectives, and unique identities should be honored, valued, and supported. We believe all staff should be empowered. CDCR/CCHCS are proud to foster inclusion and representation at all levels of both Departments.</p> <p>CDCR and CCHCS strive to collaborate with the community to enhance public safety and promote successful community reintegration through education, treatment and active participation in rehabilitative and restorative justice programs. Incumbents establish and maintain cooperative working relationships within the department, other governmental agencies, health care partners, and communities.</p>					
<b>DIVISION OVERVIEW</b>					
BRIEFLY DESCRIBE THE DIVISION/UNIT FUNCTIONS The Office Services Supervisor I (General) is responsible for practices, policies and procedures of the Mailroom established by the Department.					
<b>GENERAL STATEMENT</b>					
BRIEFLY (1 OR 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS Under the general supervision of the Inmate Assignments Lieutenant, the Office Services Supervisor I (OSS I) is responsible for the direct supervision of four (4) Office Assistants in the various mailroom functions. The incumbent will manage the mailroom; supervise assigned staff; train office and institutional staff on mail procedures; originate and answer intra/inter/extra institutional correspondence. Report directly to and receive daily duties, instructions and direction from the Inmate Assignments Lieutenant.					
<b>% of time performing duties</b>		<b>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.</b>			
35%		Supervise Mailroom staff in the receipt, processing and distribution of mail, and searching inmate mail. As a working level supervisor, assist in the processing of mail (i.e. sorting, metering). Instruct staff on accurate maintenance of inmate file system by using the Daily Movement sheet. Ensure proper record keeping and logging of incoming monies for inmates and that correct documents are directed to the cashier and Inmate Trust Office for processing. Maintain proper record keeping of all inmate legal, certified and registered mail, both incoming and outgoing. Research and reroute inmate mail received from other institutions and forward to other institutions parole units, or discharge addresses, if available.			
25%		Train staff and prepare evaluation appraisals (such as Probation Reports and Individual Performance Plans); prepare and maintain attendance reports and records; prepare justification for positions, assist in the interview and hiring of new staff. Conduct and/or attend staff meetings; ensure staff attend in-service training classes as required.			

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- 15% Revise and/or develop processes and procedures as appropriate to maintain compliance with California Code of Regulations, Title 15, Department Operation Manual, Institution Operations Plans, and U.S. Postal Regulations.
- 15% Prepare the necessary documents for equipment purchases and other supply requisitions; assist in the development of informational memos and other documents to advise Department staff of mail procedures, deliveries, and other mail-related information; compile and maintain mail-related statistics and reports.
- 5% Interview inmates regarding first level appeals. Perform administrative duties including, but not limited to: adhere to Department policies, rules and procedures; submit administrative requests including leave, travel, and training in a timely and appropriate manner; accurately report time, and submit timesheets by the due date.
- 5% Serve as liaison with the United States Postal Service and various courier or parcel vendors; maintain current information regarding changes in postal rates and regulations; Attend In Service Training and perform other job related duties as required.

**The following is a definition of on-the-job time spent in physical activities:**

Constantly: Involves 2/3 or more of a workday  
 Frequently: Involves 1/3 to 2/3 of a workday  
 Occasionally: Involves 1/3 or less of a workday  
 N/A: Activity or condition is not applicable

**Standing:** Frequently stands for periods of time.

**Walking:** Frequently – has to walk throughout Institution on uneven, sometimes rough terrain – including walking up and down ramps and slopes.

**Sitting:** Frequently – at a desk or computer table. There is a flexibility for movement on a frequent basis to break sitting with standing and walking.

**Lifting:** Occasionally – lifts mail/files weighing a few ounces and rarely mail/files weighing up to 50 lbs.

**Carrying:** Frequently – this activity can be considered to require the same physical demands as lifting.

**Stooping/Bending/Kneeling/Crouching:** Occasionally – stretches, stoops/bends, kneels, and crouches to pull/refile documents from the lower shelves in filing cabinets and mail bins.

**Reaching in Front of Body:** Frequently – will be utilizing a keyboard and reaching for items such as the telephone, mail, files and supply boxes.

**Reaching Overhead:** Occasionally – reaches overhead to retrieve objects from the top shelf of the mail area or file cabinet.

**Climbing:** Occasionally – climbs when using the step stool to reach objects. Climbs steps throughout the institution during performance of regular work responsibilities.

**Balancing:** Occasionally – balances when using the step stool, stairs or lifts.

**Pushing/Pulling:** Frequently – has to push/pull to open file drawers, desk drawers, carts and racks.

**Fine Finger Dexterity:** Constantly – will use fine-finger dexterity to write information onto documents and to type information into the computer, manipulate equipment such as a fax machine or telephone.

**Hand/Wrist Movement:** Constantly – uses hands and wrists in the handling of mail, documents and files, typing, data entry and writing.

**Crawling:** N/A

**Driving:** N/A

**Sight/Hearing/Speech/Writing Ability:** Adequate vision and hearing, as well as the ability to write and speak clearly, are required to effectively perform the essential job duties. The incumbent will frequently use hearing, speech and written language to interface with staff, visitors, inmates and community.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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**MACHINES, TOOLS, EQUIPMENT, AND WORK-AIDS:** The incumbent may at any time utilize a computer, a printer, a telephone, vertical filing cabinets, copy machines, shredder, fax machine, typewriter, and the usual office supplies.

**SPECIAL REQUIREMENTS**

- CDCR does not recognize hostages for bargaining purposes. CDCR has a "NO HOSTAGE" policy and all prison inmates, visitors, nonemployees and employees shall be made aware of this.

**CONSEQUENCE OF ERROR**

- Consequences of error may result in loss of time and could cause significant delays in program production. Such delays can result in inefficient use or misdirection of department resources resulting in the inability to meet efficiency and time line goals, and varying degrees of negative financial impacts to the department.

**To be reviewed and signed by the supervisor and employee:**

**EMPLOYEE'S STATEMENT:**

- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR AND RECEIVED A COPY OF THIS DUTY STATEMENT.*

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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**SUPERVISOR'S STATEMENT:**

- *I CERTIFY THIS DUTY STATEMENT REFLECTS CURRENT AND AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION*
- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE A COPY OF THIS DUTY STATEMENT.*

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