

**Institution: San Quentin State Prison**

**JOB DESCRIPTION**

Job Title: Office Technician (T)  
Position #: 095-210-1139-811  
Division: Custody Support  
Department: Access to Health Care  
Reports To: Captain, AI-Access to Health Care  
Prepared By: Michele Kruse  
Prepared Date: July 31, 2014  
Approved By: \_\_\_\_\_

**SUMMARY:**

Under the general supervision of the Captain, AI, this position is expected to exercise a high degree of initiative and independence in assuming responsibility for providing reception/clerical support for the Access to Health Care Unit.

**ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING: (other duties may be assigned):**

- 50%** Prepare letters, memorandums, and correspondence for the Captain, AI, and other Access to Health Care staff. Maintain the calendar for the Captain, AI, and schedule appointments. Notify the Captain, AI, of any changes and/or additions to appointments he/she attends.
- 25%** Maintain a computerized system for tracking Probation Reports, Annual Evaluations, and COPAS reports for Access to Health Care staff. Maintain a tracking system for Access to Health Care assignments, ensuring the Captain, AI, and Correctional Administrator are alerted to any assignments overdue. Maintain an accurate filing system, prioritizing all work assignments.
- 10%** Ensure all DOM Manuals are updated. Maintain bulletin boards ensuring Declarations of Postings are completed and submitted in a timely manner. Order and maintain supplies for the Access to Health Care Unit. Respond in a timely manner to inquiries in person or by phone regarding time off, overtime worked, PIE hours, etc. Import weekly data disc from Personnel Lieutenant and auto posting into PPAS program. Program and distribute overtime report to the AWBS, Central Services Captain, Personnel Lieutenant, Accounting Officer, and Budget Analyst. Computer maintenance: daily, weekly, and monthly back-up of the hard drive onto a disc, and compressing hard drive.
- 10%** Maintain and Inmate Appeals tracking system to ensure due process is met. Prepare memorandums for duplication of lost/broken keys. Answer incoming calls, redirecting the caller to the appropriate staff. Open and distribute mail delivered to the Access to Health Care Captain, AI.
- 5%** Attend all training, meetings, and seminars as needed or required. Performs other related duties. Utilize Timekeeping Manual. Archive records.

**NON-ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING:** None noted.

**SUPERVISORY RESPONSIBILITIES:** None noted.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:** **Experience:** One year of experience in California State service performing clerical duties at a level of responsibility equivalent to that of an Office Assistant, Range B. OR: Two years of experience in typing and clerical work. [Academic education above the twelfth grade may be substituted for one year of the required general experience on the basis of either (a) one year of general education being equivalent to three months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience.

Students who are enrolled in the last semester or its equivalent of course work, which upon completion will fulfill these requirements, will be admitted to the examination, but they must submit evidence of completion before they can be considered for appointment.] **Education:** Equivalent to graduation from high school.

**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 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.

**LANGUAGE SKILLS:** Ability to give and receive verbal and written instruction, spell accurately, write reports and correspondence and perform financial and statistical clerical work.

**REASONING ABILITY:** Ability to analyze data and draw logical conclusions, and apply departmental rules and regulations to specific instances.

**CERTIFICATES, LICENSES, REGISTRATIONS:** Must possess a valid typing certificate indicating the ability to type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.

**OTHER SKILLS AND ABILITIES:** Ability to maintain regular attendance and to be punctual.

**OTHER QUALIFICATIONS:** Knowledge of modern office methods, supplies and equipment; business English and correspondence; methods, practices and terminology used in financial and statistical record-keeping work.

**SPECIAL PERSONAL CHARACTERISTICS:** A demonstrated interest in assuming increasing responsibility.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The following is a definition of the 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 workday  
Occasionally: Involves 1/3 or less of workday  
N/A: Activity or condition is not applicable

**Standing:** Occasionally - to utilize a photocopier, to file, shred, or confer with other staff.

**Walking:** Occasionally - to access printouts from the printer, obtain files or supplies, or confer with other staff.

**Sitting:** Constantly - to operate a computer terminal, complete paperwork, or utilize a telephone at a desk. Worker may stand and walk intermittently.

**Lifting:** Occasionally - to move paperwork, files, binders and office supplies weighing up to five pounds. A stack of files weighing up to 10 pounds may be very occasionally lifted.

**Carrying:** Occasionally - to move the above noted items short distances within the office.

**Bending/Stooping:** Occasionally - to access forms under a counter, or supplies or files on lower shelves or in lower drawers. Slight bending at the waist and neck may occur frequently during the day while working at a desk over paperwork.

**Reaching in Front of Body:** Frequently - to access a computer keyboard, answer a telephone, review files, operate a photocopier, or retrieve items from shelves or drawers.

**Reaching Overhead:** Occasionally - to retrieve files from the top shelves of a five-shelf vertical file.

**Climbing:** To utilize stairs

**Balancing:** To maneuver the uneven terrain in and around the institution.

**Pushing/Pulling:** Occasionally - to open and close drawers and binders.

**Kneeling/Crouching:** N/A.

**Crawling:** N/A

**Fine Finger Dexterity:** Frequently - to sort through paper, operate a computer and ten-key, and write notes.

**Hand/Wrist Movement:** Frequently - to operate a computer, telephone, photocopier, ten-key and other office equipment; to handle papers, files and binders; to open and close drawers and obtain supplies; and to write notes.

**Driving Cars/Trucks/Forklifts or Other Moving Equipment:** N/A

**Hearing/Speech:** Occasionally - to communicate with co-workers and by telephone.

**Sight:** Constantly - to access a computer, read, review and generate paperwork.

**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.

The Office Technician (T) works in an open office area where each employee has their own desk area. Floors are carpeted/linoleum covered concrete and lighting is florescent. Temperatures are thermostatically controlled. The Office Technician (T) may occasionally walk outside to obtain paperwork from another office.

**MACHINES, TOOLS, EQUIPMENT, AND WORK-AIDS:** Telephone, electric typewriter, personal computer, printer, 10-key, copy machine, shredder, hole punch, paper cutter, and fax machine.

**COMMENTS:** Work hours are from 8:00 a.m. to 4:00 p.m., Monday through Friday.

Information for this document was obtained by reviewing the State Personnel Board specification for this classification and through observation of duties as they are currently performed.

See "General Post Order Addendum"

**EMPLOYEE'S COMMENTS:**

\_\_\_\_\_  
**Print Employee's Name**                      **Employee's Signature**                      **Date**

**Supervisor's Statement: I have discussed the duties of the position with the employee.**

\_\_\_\_\_  
**Print Supervisor's Name**                      **Supervisor's Signature**                      **Date**

**GENERAL POST ORDER ADDENDUM**

**Reasonable Modification/Accommodation:** Reasonable modification or accommodation is the process of modifying policy, procedure, physical plant, etc. to facilitate access to programs, services, and activities of the Department. The Armstrong Remedial Plan (ARP) provides that such requests may be denied only if one or more of the following four defenses apply:

1. Legitimate Penological Interest,
2. Undue Burden and Fundamental Alteration,
3. Direct Threat,
4. Equally Effective Means;

These defenses are derived from the Americans with Disabilities Act (ADA) and from the 1987 United State Supreme Court decision in *Turner v. Safley*. Staff should consult ARP II.H, Justification for Denial of Requests for Reasonable Accommodation for detail on the applicability of these defenses. If CDCR staff denies requests for reasonable modification or accommodation where these defenses do not apply, the denial may not be legally defensible and the CDCR will continue to be deficient with respect to compliance with federal law federal court order.

**Equally Effective Communication:** The ARP and the ADA require public agencies to ensure equally effective communication with inmates, in particular where important interests such as due process, health care delivery, legal, etc. are at stake. In these instances, the ADA requires public agencies to give primary consideration to the preferred method of communication of the individual with a disability. Staff is required to dedicate additional time and/or resources as needed to ensure equally effective communication with inmates who have communication barriers such as hearing, vision, speech, learning, or developmental disabilities. Inmates with severe hearing impairments who rely on sign language for effective communication have been most underserved in this area. It is my expectation that Division of Adult Institutions staff will take necessary steps to obtain the services of a qualified sign language interpreter for communications that involve due process, appeals, notice of conditions of parole, classification committee hearings, etc.; attempting to use written communication for these contacts violates the ARP and the ADA. The ARP and CDCR policy require staff to document their determination that the inmate understood the communication, the basis for the determination, and how the determination was made. A good technique is asking the inmate to explain what was communicated in his or her own words.

**Tracking:** The ARP requires Classification and Parole Representatives (C&PR) and Reception Center Correctional Counselors-III (RC CC-III) to develop local procedures for tracking inmates with disabilities based upon the CDC Form 1845. Deputy Director Memorandum 159/03, dated November 25, 2003, implemented the *Armstrong Clark* Tracking System (ACTS) and requires all institutions to use this system for tracking all inmates with Developmental Disability Placement (DDP) and DDP codes. The ACTS was designed to work in conjunction with the CDC 1845, rev. 01/04, and includes fields dedicated for entering and reporting housing restrictions such as lower bed/lower tier housing, accommodations for effective communication, and prescribed health care appliances. The C&PRs and RC CC-IIIs are required to distribute the rosters to housing units, custody supervisors, correctional counselors, etc. It is my expectation that custody supervisors will ensure ACTS rosters are used to identify with housing restrictions and ensure they are housed appropriately. Staff shall also use ACTS rosters to identify effective communication needs, in particular the need for a sign language interpreter.

**Inmates with Housing Restrictions:** The ARP requires doctors to generate chronos with physical limitations for inmates verified with certain CDC 1845 disabilities. These limitations often involve housing restrictions. It is custody staff's responsibility to ensure inmates are housed consistent with housing restrictions; therefore, institutions shall establish local procedures to ensure chronos with housing restrictions are forwarded to the C&PR/RC CC-III and to the custody supervisor responsible for inmate housing. If the inmate has a DDP code, the C&PR/RC CC-III or designee shall update the housing restriction information in the ACTS. The custody supervisor shall conduct bed moves if necessary to accommodate the inmate expeditiously according to the documented housing restrictions. Also, custody supervisors shall train housing officers to report all cases where inmates are not housed consistent with documented housing restrictions.

**Prescribed Health Care Appliances:** The ARP IV.F.3. provides that inmates shall not be deprived of appliances that were properly obtained while in CDCR custody unless for documented safety or security reasons or a physician determines it is no longer necessary or appropriate. Unless an inmate misuses a prescribed appliance in a manner that threatens safety or security, there is no legally defensible reason for custody staff to take it away after the custody captain or designee has reviewed it for safety and security concerns and approved it.