

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

POSITION DUTY STATEMENT

PROPOSED

CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM Pelican Bay State Prison		POSITION NUMBER (Agency-Unit-Class-Serial) 394-224-1139-001		MCR / HCR 1
DIVISION / UNIT Administration- Grievance Office		CLASSIFICATION TITLE Office Technician (Typing)		
		WORKING TITLE Office Technician (Typing)		
		TIME BASE / TENURE Perm/ FT	CBID R04	WWG 2
LOCATION Crescent City, CA		INCUMBENT		EFFECTIVE DATE 01/01/2024

CDCR'S MISSION and VISION

Mission

We enhance public safety through safe and secure incarceration of offenders, effective parole supervision, and rehabilitative strategies to successfully reintegrate offenders into our communities.

Vision

We enhance public safety and promote successful community reintegration through education, treatment, and active participation in rehabilitative and restorative justice programs.

COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION

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.

DIVISION OVERVIEW

BRIEFLY DESCRIBE THE DIVISION/UNIT FUNCTIONS

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 PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY, AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.

GENERAL STATEMENT

BRIEFLY (1 OR 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Under the direct supervision of the Correctional Counselor II (CCII), Supervisor, in the Grievance Office, the Office Technician, Typing (OT), is responsible for the daily tracking and printing Inmate Grievances, by utilizing Strategic Offender Management System (SOMS) computer program. The OT will maintain a Grievance Log for all Inmate Grievances, and any other documents retained by the Grievance office.

% 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.
35%	Independently proof and edit various types of work documents prepared by staff. Responsible for proofreading, editing grievance responses generated from assigned CCII grievance reviewers designated for approval and signature for the Warden. Printing and mailing grievance response packages to the inmate. Responsible for daily collection of grievance from secure grievance collection boxes located in the Minimum Support Facility, Correctional Treatment Center, D Facility II, Security Housing Unit, and Administrative Segregation Unit. This will include ongoing data tracking and maintenance, coordination with OIA to facilitate interviews, and supporting discipline and hearing-related activities.
30%	Responsible for processing of all completed grievances on a daily basis. Process remedies as requested by Office of Appeals. Process, enter in SOMS ongoing investigations outside of the Office of Grievances (OOG).

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10%	Provide documents or information to other institutions, agencies and Litigation Coordinators. Proficient in scanning documents to the Office of Appeals or other CDCR agencies. Track the progress of pending grievances and follow up with appropriate areas.
10%	Ensure grievance acknowledgement letters are mailed to inmates and documented in SOMS. Place monthly supply order.
10%	Independently proof and edit various types of work documents prepared by staff. Responsible for proofreading, editing grievance responses generated from assigned CCII grievance reviewers designated for approval and signature for the Warden. Printing and mailing grievance response packages to the inmate. Responsible for daily collection of grievance from secure grievance collection boxes located in the Minimum Support Facility, Correctional Treatment Center, D Facility II, Security Housing Unit, and Administrative Segregation Unit. This will include ongoing data tracking and maintenance, coordination with OIA to facilitate interviews, and supporting discipline and hearing-related activities.
5%	Responsible for processing of all completed grievances on a daily basis. Process remedies as requested by Office of Appeals. Process, enter in SOMS ongoing investigations outside of the OOG. Provide documents or information to other institutions, agencies and Litigation Coordinators. Proficient in scanning documents to the Office of Appeals or other CDCR agencies. Track the progress of pending grievances and follow up with appropriate areas. Ensure grievance acknowledgement letters are mailed to inmates and documented in SOMS. Place monthly supply order. Current as a resource for all staff within the OOG. Provide training to new employees and provide coverage as time permits for other grievance desks during absences and/or vacancies. Responsible for required preparation of weekly overdue grievance report and distribution via electronic mail to designated division heads. 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.

SPECIAL REQUIREMENTS

- **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; maintain regular attendance and to be punctual.
- **Special Requirement:** Ability to: Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.
- **Special Personal Characteristics:** A demonstrated interest in assuming increasing responsibility.
- **COMMENTS:** Work hours are varied. Information for this job description was obtained by reviewing the California State Personnel Board Specification and through observation of duties as they are currently performed. 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.

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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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