

**CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION**  
**POSITION DUTY STATEMENT**

PROPOSED

CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM <b>CENTRAL CALIFORNIA WOMEN'S FACILITY</b>		POSITION NUMBER (Agency-Unit-Class-Serial) <b>381-XXX-1379/1139-XXX</b>		MCR / HCR
DIVISION / UNIT  Administration Business Services Division Central Services Division Housing Division		CLASSIFICATION TITLE <b>Office Assistant (Typing) / Office Technician (Typing)</b>		
		WORKING TITLE <b>Office Assistant (Typing) / Office Technician (Typing)</b>		
		TIME BASE / TENURE <b>PERM/FT</b>	CBID <b>R04</b>	WWG <b>2</b>
LOCATION <b>Chowchilla</b>		INCUMBENT		EFFECTIVE DATE

**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:**

**Administration**

Administration, ADA, Education, Grievance, Community Resources, Employee Relations, Investigative Services Unit, In-Service Training, Litigation

**Business Services Division**

Business Services, Food Services, Personnel, Plant Operations, Procurement

**Central Services Division**

Custody Operations, Inmate Assignments, Facility A, Mailroom, Visiting

**Housing Division**

Facility B, C and D

**GENERAL STATEMENT**

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

The Office Assistants/Office Technicians independently perform difficult and complex clerical and office related duties. Office Assistants/Office Technicians communicate with a wide variety of stakeholders and must possess good judgment, a willingness to comply with policies and directive, and have the ability to effectively communicate in person and in written correspondence.

% 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.
20%	Develop accurate written commendation (letters, memos, emails, etc.) using general and department specific computer applications. Comply with departmental rules and regulations relating to the processing and distribution of sensitive and confidential information.
20%	Provide customer services (in-person, phone, email) to internal staff/agencies; as well as the public and external agencies/stakeholders. Use a high degree of good judgement and professionalism to independently resolve customer problems, and find appropriate resources.
20%	Develop, maintain, and evaluate numerical and statistical data and reports.
15%	Proof read and edit incoming assignments and reports for grammatical errors, spelling, formula errors, compliance with standardized formats/templates, and accuracy.

15%	Maintain electronic and physical files and filing systems, order office supplies, process incoming/outgoing mail, and schedule in-person/remote (TEAMS/Zoom, etc.) training/meetings.
5%	Provide training to other clerical staff, provide back-up coverage to other areas, and maintain an organized work area/desk.
5%	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**

- 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**

- Example: 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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**CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION**  
**POSITION DUTY STATEMENT**

PROPOSED

CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM Central California Women's Facility		POSITION NUMBER (Agency-Unit-Class-Serial) 381-224-1139-802		MCR / HCR
DIVISION / UNIT  Division of Adult Institutions/Office Technician (T)		CLASSIFICATION TITLE Office Technician (T)		
		WORKING TITLE Office Technician (T)		
		TIME BASE / TENURE P/FT	CBID R04	WWG 2
LOCATION Office of Grievance		INCUMBENT		EFFECTIVE DATE

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**DIVISION OVERVIEW**

BRIEFLY DESCRIBE THE DIVISION/UNIT FUNCTIONS

**GENERAL STATEMENT**

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Under the lead supervision of the Grievance Coordinator, the Office Technician (T) [OT] will perform a variety of difficult clerical duties. The OT is expected to exercise a high degree of initiative and independence in assuming responsibility for this position. This position requires the ability to comprehend and provide assistance to staff in the area of Inmate Grievances. The OT is responsible for originating memorandums and correspondence upon direction from the Grievance Coordinator. The incumbent is required to independently analyze situations accurately to make appropriate judgments and communicate effectively. In addition, the incumbent must effectively communicate with staff and management regarding sensitive Grievance issues. Operate computers, terminals, and typewriters in the performance of duties.

**% 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.**

30% | Review Grievances and attached documents for emergencies, ensuring a log number has been assigned into the Strategic Offender Management System (SOMS) Offender Grievance Tracking (OGT), attach required documents needed for staff to appropriately answer the grievance. Scan all grievances, miscellaneous documents, and send out emergency notifications to area managers and Hiring Authority. Ensure all CDCR 1824s Reasonable Accommodation Request forms are logged/uploaded into SOMS OGT and sent to the Reasonable Accommodation Panel (RAP) committee members and Facility's for IAP Worksheet completion. Scan, copy, file, and mail out all RAP Closures to the inmates within the required due dates.

25% | Walk to/from all Housing Units and Facility Program Offices to collect all mail from the locked Grievance Boxes to include, but not limited to CDCR 602s, CDCR 1824s, GA-022s, etc. Log the quantity of each type of document collected from the Grievance Box in the respective Housing Unit Logbook along with the date, time, your name, and signature in red ink. This task is to be completed each/every workday and promptly returning to OOG for processing. Provide and document Effective Communication when returning inmate Grievance and CDCR 1824 responses.

15%	Perform clerical duties including shredding, copying, filing, and scanning. Maintains the Grievance Coordinator's daily calendar and schedules meetings and conferences. Records data pertaining to Grievance decisions in appropriate logs and files. Assists as a back up for all OIA CST Clarification interview requests.
10%	Responsible for processing and originating memorandums, letters, reports, and other required documents regarding sensitive and/or complex Grievance issues. Prepares reports/charts and extracts pertinent data for record retention and data base storage. Revises various forms, notices, letters and procedures as requested by the Grievance Coordinator. Understands and operates various computer software programs including Microsoft Word, Excel, etc. Pick up and drop off mail to Warden's office. Respond to telephone and verbal inquiries by researching the status of the grievances.
10%	Process incoming and outgoing mail for the Grievance Office on a daily basis. This includes date stamping and preparing the mail for review by the Grievance Coordinator. Inventory, order, and stock office supplies and CDC forms for the Office of Grievance. Inventory office equipment as required.
5%	Responsible for utilizing tact and diplomacy in relaying sensitive and confidential information from the Office of Grievance to management, supervisors, rank and file employees, headquarters' staff, the public and other State Agencies. Utilizes various resource documents such as CDC memorandums, Departmental Operations Manuals (DOM), Director's Rules, etc., in the processing of daily assignments.
5%	Performs special projects and assist in other duties as required. Attend all meetings, training, and seminars, as needed or required. Responsible for maintaining the confidentiality of the highly sensitive and complex issues in the Office of Grievance. Responsible for accurately signing-in and signing-out daily on the Record of Employee Attendance (CDCR 998-A), meeting Fair Labor Standards Act (FLSA) laws and rules to ensure no FLSA violations are committed and submitting required documentation for absences to the CDCR 998-A. Ensures the required 40 hours of In-Service Training (IST) is met each year by attending IST classes, completing the monthly IST Bulletin quiz, document all on-the-job training.
<p>It is the responsibility of every CCWF employee to report all injuries promptly to their supervisor. In addition, it is the responsibility of all employees to report any condition or circumstances which can be a potential hazard to the safety and health of any employee to their supervisor and/or management as soon as is practical following the identification of the condition or circumstance. This includes, but is not limited to, workplace violence concerns, equipment malfunction or maintenance, availability of personal protective equipment, fire safety and universal precautions.</p>	

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