

**CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION
OFFICE OF INTERNAL AFFAIRS
DUTY STATEMENT**

JOB DESCRIPTION

Job Title: Staff Services Analyst
Position No.: 065-13X-5157-XXX
Division: Office of Internal Affairs (OIA)/ Regional Offices
Department: California Department of Corrections and Rehabilitation
Reports To: XXX
Prepared By: Amber Wolff
Prepared Date: October 2021

SUMMARY:

Under the supervision of the Correctional Administrator, the Staff Services Analyst (SSA) serves as the Administrative Services Unit Liaison to OIA Headquarters. The SSA is also responsible for performing varied analytical, technical and administrative duties to support the day-to-day functions of the regional office. Duties include, but are not limited to the following:

- 35% Liaison with OIA Headquarters (HQ) Administrative Services Unit regarding personnel, training, vehicles, contracts, purchasing, requests for information, drills and other administrative duties as required. Formulate procedures, policies, and program alternatives related to administrative services. Serve as the regional training coordinator to ensure compliance with mandates. Submit training and exemption requests, plan and coordinate training, maintain training records, database, files, and supplies. Collect regional COMPSTAT data and submit to OIA HQ. Process and submit less complex Workers' Compensation claims and liaison with the return-to-work coordinator. Monitor the regional vehicle inventory, complete and submit monthly mileage report to HQ, notify HQ of vehicle assignment changes, process and manage Vehicle Home Storage Permits, assist staff with resolution of maintenance needs. Identify future equipment needs and inventory including: check in and out, track equipment, and vest control.

- 20% Work with staff including units within the Division of Adult Institutions, Division of Adult Parole Operations, Office of Internal Affairs, Office of Grievance/Appeals, and CDCR Headquarters to recommend response/action to the Chief Deputy Administrator in a manner consistent with provisions of the Title 15, California Code of Regulations (CCR), Article 8, Appeals and Section 54100, Inmate/Parolee Appeals of the Department Operations Manual (DOM) and the Court Ordered Armstrong Remedial, Clark Remedial, Madrid Remedial, and Plata Remedial Plans. Ensure that grievances are appropriately logged and tracked from point of

receipt, through processing and return to the sending hiring authority or designee. Track, mine, analyze and prepare data reports for all operational aspects.

- 20% Research less complex topics related to offender grievance and employee contractual issues in order to provide the Chief Deputy Administrator with facts and documentation needed to respond to Offender Grievances and personnel concerns. Assist in the preparation, review, editing, and formatting preliminary grievance responses for review by the Chief Deputy Administrator, as directed. Ensure Staff Complaint information is maintained and forwarded to the hiring authority or designee for the completion of the CDCR Form 2140, Internal Affairs Allegation Log, pursuant to DOM, Section 31140.13. Review Administrative Bulletins, memorandums, Title 15 and DOM revisions and other official communication to maintain familiarity with institution/department operations, policies and procedures. Maintain up-to-date files of such material for review.
- 20% Prepare and complete regional office supply purchases using BIS process. Oversee online files and maintain file destruction process in collaboration with OIA HQ. Arrange job interviews for candidates as requested by Correctional Administrator. Produce responses to departmental requests, controlled correspondence, and special assignments from the Correctional Administrator.
- 5% Provide clerical support and perform other related duties as directed by management.

Essential Functions and Skills

Knowledge of, and the ability to accurately apply, the California Fair Employment and Housing Act, California Family Rights Act, California Ralph C. Dills Civil Rights Act, U.S. Title VII, US Americans with Disabilities Act, U.S. Family Medical Leave Act, EEOC guidelines, recent court decisions, departmental policies and procedures, the rules of evidence, and methods of compiling and presenting data.

The SSA shall have strong investigative, analytical, writing and editing skills, and the ability to prepare responses under strict deadlines. The SSA shall demonstrate competence, objectivity and emotional stability, and the willingness to work irregular hours.

Maintain valid driver's license in order to drive/travel to various locations and provide training to staff and conduct peer reviews. Also, able to work and train independently.

Ability to communicate effectively with external agency consultants, Special Agents, Wardens, Superintendents, Parole Regional Administrators, Chief Executive Officers, and other hiring authorities.

The SSA shall have knowledge and practice of conducting efficient and timely case management. Efficient case management is essential to meeting the case processing requirements dictated by the California Human Resources.

Lift and move obstacles weighing approximately 5 to 15 pounds, typically in the form of files, office equipment, evidence, and occasionally boxes. Sit and stand for long periods of time.

Willingness to have work product critically reviewed by experienced staff or supervisors.

Supervision Received:

The SSA receives supervision from the Correctional Administrator, or their designee.

Supervision Exercised

None.

Administrative Responsibility

Adhere to all applicable laws, rules, policies, procedures, and court precedents, including CRO Directives, the DFEH Case Analysis Manual and the CDCR Department Operations Manual.

Personal Contacts

The SSA has daily contact with Wardens, Superintendents, Parole Regional Administrators, Chief Executive Officers, Executives, Managers, Supervisors, EEO Coordinators, staff, complainants, respondents, witnesses, and the general public.

Actions and Consequences

Failure of the SSA to use good judgment could result in the Department reinvestigating an external complaint. This will cause a case to take more time before resolution is reached, and jeopardize timeliness and the ability to take immediate corrective action.

Job Requirements

Activities required to perform the essential functions of the position include proficiency with Microsoft Office Suite, as well as other proprietary electronic data systems, and the ability to communicate effectively both verbally and in writing, read and comprehend written instructions, manuals and correspondence, work independently, and reason logically.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met of an employee to successfully perform the essential functions of this job.

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

Constantly: Involves 2/3 or more of 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: Frequently - stands for periods of time to file/re-file, at the copy machine, the Fax machine, or printer.

Walking: Frequently - to file or copy documents or retrieve documents from the fax machine, from different office areas, hand deliveries, and other department facilities.

Sitting: Constantly - at a desk or computer table.

Lifting: Occasionally - lifts files weighing a few ounces up to 15 pounds each.

Carrying: Occasionally - 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/re-file documents from the lower shelves in filing cabinets, move boxes, files, furniture, and open property received.

Reaching in Front of Body: Constantly - will be utilizing a keyboard and reaching for items such as the telephone, 10-key, files.

Reaching Overhead: Frequently - reaches overhead to retrieve files and reference materials from file cabinets and shelving.

Climbing: Occasionally – portions of office are on the second floor of building - may use stairs if elevator not working.

Balancing: Occasionally- walking and holding files, small boxes or archive documents.

Pushing/Pulling: Frequently - has to push/pull to open file drawers and desk drawers or to assist with confidential shred process.

Fine Finger Dexterity: Constantly - will use fine-finger dexterity to write information onto documents and to type information into the computer.

Hand/Wrist Movement: Constantly - uses hands and wrists in the handling of documents, files and typing information into the computer, moving/opening file boxes, folders, small items in receiving.

Crawling: N/A

Driving: Frequently to travel to various locations up to 3 hours one way.

Sight/Hearing/Speech: Adequate vision, hearing and the ability to speak clearly are required to effectively perform the essential job duties.

WORK ENVIRONMENT: Position is located indoors, in an office space. Indoor ventilation provided by heating/air conditioning system and duct work.

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS: Computers, printer, fax machine, photocopier, shredder, telephone, 10-key and usual office supplies.

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

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

**CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION
OFFICE OF INTERNAL AFFAIRS
DUTY STATEMENT**

JOB DESCRIPTION

Job Title: Associate Governmental Program Analyst
Position No.: 065-13X-5393-XXX
Division: Office of Internal Affairs (OIA)/ Regional Offices
Department: California Department of Corrections and Rehabilitation
Reports To: XXX
Prepared By: Amber Wolff
Prepared Date: October 2021

SUMMARY:

Under the direction of the Correctional Administrator, the Associate Governmental Program Analyst (AGPA) serves as the Administrative Services Unit Liaison to OIA Headquarters. The AGPA is also responsible for performing varied analytical, technical and administrative duties to support the day-to-day functions of the regional office. Duties include, but are not limited to the following:

- 30% Liaison with OIA Headquarters (HQ) Administrative Services Unit regarding personnel, training, vehicles, contracts, purchasing, requests for information, drills and other administrative duties as required. Formulate procedures, policies, and program alternatives related to administrative services. Serve as the regional training coordinator to ensure compliance with mandates. Submit training and exemption requests, plan and coordinate training, maintain training records, database, files, and supplies. Collect regional COMPSTAT data and submit to OIA HQ. Process and submit Workers' Compensation claims and liaison with the return-to-work coordinator. Manage the regional vehicle inventory, complete and submit monthly mileage report to HQ, notify HQ of vehicle assignment changes, process and manage Vehicle Home Storage Permits, assist agents with resolution of maintenance needs. Identify future equipment needs, manage inventory including: check in and out, track equipment, and vest control.

- 25% Independently work with all levels of staff including units within the Division of Adult Institutions, Division of Adult Parole Operations, Office of Internal Affairs, Office of Grievance/Appeals, and CDCR Headquarters to recommend response/action to the Chief Deputy Administrator in a manner consistent with provisions of the Title 15, California Code of Regulations (CCR), Article 8, Appeals and Section 54100, Inmate/Parolee Appeals of the Department Operations Manual (DOM) and the Court Ordered Armstrong Remedial, Clark Remedial, Madrid Remedial, and Plata Remedial Plans. Ensure that grievances are appropriately logged and tracked from

point of receipt, through processing and return to the sending hiring authority or designee. Track, mine, analyze and prepare data reports for all operational aspects.

- 25% Research topics related to offender grievance and employee contractual issues in order to provide the Chief Deputy Administrator with facts and documentation needed to respond to Offender Grievances and personnel concerns. Prepare, review, edit, and format preliminary grievance responses for review by the Chief Deputy Administrator, as directed. Ensure Staff Complaint information is maintained and forwarded to the hiring authority or designee for the completion of the CDCR Form 2140, Internal Affairs Allegation Log, pursuant to DOM, Section 31140.13. Regularly review Administrative Bulletins, memorandums, Title 15 and DOM revisions and other official communication to maintain familiarity with institution/department operations, policies and procedures. Maintain up-to-date files of such material for review.
- 15% Prepare and complete regional office supply purchases using BIS process. Manage online files and maintain file destruction process in collaboration with OIA HQ. Arrange job interviews for candidates as requested by Correctional Administrator. Produce responses to departmental requests, controlled correspondence, and special assignments from the Correctional Administrator.
- 5% Participate on project workgroups and teams. Act as lead for clerical staff and perform other related duties as directed by management.

Essential Functions and Skills

The AGPA shall have strong investigative, analytical, writing and editing skills, and the ability to prepare responses under strict deadlines. The AGPA shall demonstrate competence, objectivity and emotional stability, and the willingness to work irregular hours.

Maintain valid driver's license in order to drive/travel to various locations and provide training to staff and conduct peer reviews. Also, able to work and train independently.

Ability to communicate effectively with external agency consultants, Special Agents, Wardens, Superintendents, Parole Regional Administrators, Chief Executive Officers, and other hiring authorities.

The AGPA shall have knowledge and practice of conducting efficient and timely case management. Efficient case management is essential to meeting the case processing requirements dictated by the California Human Resources.

Lift and move obstacles weighing approximately 5 to 15 pounds, typically in the form of files, office equipment, evidence, and occasionally boxes. Sit and stand for long periods of time.

Willingness to have work product critically reviewed by experienced staff or supervisors.

Supervision Received:

The AGPA receives supervision from the SAC, or their designee.

Supervision Exercised

None.

Administrative Responsibility

Adhere to all applicable laws, rules, policies, procedures, and court precedents, including CRO Directives, the DFEH Case Analysis Manual and the CDCR Department Operations Manual.

Personal Contacts

The AGPA has daily contact with Wardens, Superintendents, Parole Regional Administrators, Chief Executive Officers, Executives, Managers, Supervisors, EEO Coordinators, staff, complainants, respondents, witnesses, and the general public.

Actions and Consequences

Failure of the AGPA to use good judgment could result in the Department reinvestigating an external complaint. This will cause a case to take more time before resolution is reached, and jeopardize timeliness and the ability to take immediate corrective action.

Job Requirements

Activities required to perform the essential functions of the position include proficiency with Microsoft Office Suite, as well as other proprietary electronic data systems, and the ability to communicate effectively both verbally and in writing, read and comprehend written instructions, manuals and correspondence, work independently, and reason logically.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met of an employee to successfully perform the essential functions of this job.

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Occasionally: Involves 1/3 or less of workday.

N/A: Activity or condition is not applicable.

Standing: Frequently - stands for periods of time to file/re-file, at the copy machine, the Fax machine, or printer.

Walking: Frequently - to file or copy documents or retrieve documents from the fax machine, from different office areas, hand deliveries, and other department facilities.

Sitting: Constantly - at a desk or computer table.

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Reaching in Front of Body: Constantly - will be utilizing a keyboard and reaching for items such as the telephone, 10-key, files,.

Reaching Overhead: Frequently - reaches overhead to retrieve files and reference materials from file cabinets and shelving.

Climbing: Occasionally – portions of office are on the second floor of building - may use stairs if elevator not working.

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Hand/Wrist Movement: Constantly - uses hands and wrists in the handling of documents, files and typing information into the computer, moving/opening file boxes, folders, small items in receiving.

Crawling: N/A

Driving: Frequently to travel to various locations up to 3 hours one way.

Sight/Hearing/Speech: Adequate vision, hearing and the ability to speak clearly are required to effectively perform the essential job duties.

WORK ENVIRONMENT: Position is located indoors, in an office space. Indoor ventilation provided by heating/air conditioning system and duct work.

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS: Computers, printer, fax machine, photocopier, shredder, telephone, 10-key and usual office supplies.

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

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**