

STATE OF CALIFORNIA
DUTY STATEMENT

CALIFORNIA PRISON INDUSTRY AUTHORITY

1. Institution/Division/Office CCWF/Operations/CALPIA	2. Unit/Industry Optical / Lab
3. Classification Title Office Assistant (General)	4. Proposed Incumbent (if known) Vacant
5. Current Position Number (Agency-Unit-Class-Serial) 383-412-1441-001	6. Effective Date

7. Briefly (1 or 2 sentences) describe the position's organization setting and major functions: Under the close supervision and training of the Superintendent II Optical Products, the incumbent provides support in the receiving and screening of patient prescriptions (RXs). The incumbent is also responsible for providing customer service, clerical support and performing data entry assignments.

Work Schedule: Monday- Friday 0730 - 1530

8. Percentage (%) of time performing duties:	9. 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. (Use an additional page if necessary)
	ESSENTIAL FUNCTIONS
40%	Answers and responses to incoming California Department Correction and Rehabilitation (CDCR) customer service calls. Assists the Program Technician I (PTI) with other communications including email correspondence. Provide responses for information inquires to Doctor offices. Initiates contact with Optometrist offices to obtain missing RX information. Performs informational data searches, expedites orders, orders eye glass frames, track jobs and set status on various RX categories, prepares Cal-card invoices and statements, taking and delivering messages
25%	Acts as unit Timekeeper, preparing daily attendance reports for multiple optical staff, COVID-19 screening reports, creates and updates associated records ensuring accuracy and validity of information. Manages filing system, updates paperwork, maintains documents, creates and updates records ensuring accuracy and validity of information including correspondence and reports
20%	Keeps an inventory of office supplies and requests new materials as needed, process mail. maintains office equipment to include, organize office and assist associates in ways that optimize procedures
10%	Assists with daily housekeeping and cleaning of the Optical lab and offices including wiping down surfaces, occasionally emptying wasted receptacles and general office organization
	MARGINAL FUNCTIONS
5%	Completes required In-Service-Training, Learning Management System and On the Job Training classes and performs other job-related duties as required
	(Continued on Page Two)

10. SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE.

11. DATE SUPERVISOR PROVIDED EMPLOYEE WITH A COPY OF THE DUTY STATEMENT:

PRINT EMPLOYEE'S NAME Vacant	EMPLOYEE'S SIGNATURE	DATE
PRINT SUPERVISOR'S NAME	SUPERVISOR'S SIGNATURE	DATE

HR APPROVAL
RL 1/16/2024

<p>8. Percentage (%) of time performing duties:</p>	<p>9. 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.</p> <p>(Continued from Page One)</p> <p style="text-align: center;">ADDITIONAL EXPECTATIONS</p> <p>Experience in Microsoft Office programs (Word/Excel/PowerPoint/Access/Project), ability to multi-task; flexibility; self-motivating, excellent attendance; organizational skills; ability to set goals and work within timeframes. Good oral and written communication skills. Ability to maintain confidentiality.</p>
---	---