

DUTY STATEMENT
DEPARTMENT OF JUSTICE
CALIFORNIA JUSTICE INFORMATION SERVICES DIVISION
BUREAU OF CRIMINAL INFORMATION AND ANALYSIS
RECORD MANAGEMENT BRANCH
CRIMINAL RECORD EXPEDITE AND SUPPORT PROGRAM
QUALITY UPDATE AND EXPEDITE SECTION

JOB TITLE: Supervising Program Technician II

POSITION NUMBER: 420-761-9925-038

INCUMBENT: Vacant

STATEMENT OF DUTIES: The Supervising Program Technician (SPT) II in the Quality Update and Expedite Section (QUES) is the first level of supervision whose responsibilities are to distribute, monitor, and prioritize the workload of the QUES; maintain work quality assurance and perform and delegate error resolution as necessary; train, advise, and assist personnel who update data on the Automated Criminal History System (ACHS); resolve or assist in resolving the most complicated work that technicians are unable to handle; monitor and evaluate attendance and work performances and take appropriate corrective action when necessary.

SUPERVISION RECEIVED: Reports directly to the Criminal Identification and Intelligence Supervisor or Staff Services Manager I.

SUPERVISION EXERCISED: Directly supervises Student Assistant, Office Assistant, Seasonal Clerk, and Program Technician (PT) I and II staff.

TYPICAL PHYSICAL DEMANDS: May be required to carry stacks of folders short distances weighing up to 20 pounds.

TYPICAL WORKING CONDITIONS: In a remote work environment, home office, or similar environment in California. At the office, an enclosed windowed office with a smoke-free environment. May be required to sit at a computer terminal while performing research and other duties up to eight hours a day. Travel to designated offices may be required.

ESSENTIAL FUNCTIONS:

45% Supervises and evaluates the performance of assigned staff and provides recommendations and guidance on training plans for staff on ACHS; reviews and approves all work products submitted by staff to ensure accuracy, completeness, timeliness, and conformity to standards; and performs weekly review of incoming batches and completes batch cleanup and control to ensure accountability and smooth workflow. Prioritizes daily work; prepares probationary and annual performance reports; takes corrective action as necessary to address performance deficiencies; and reviews, compiles, and evaluates manpower utilization reports and other performance measures.

Duty Statement
SPT II – BCIA/RMB/CRESP/QUES

Performs first- level supervision of technical processes involving the entry and verification of arrest and applicant information; oversees work flow and work processes within the program and coordinates such work with other affected programs as necessary; interprets and clarifies laws and procedures to resolve process questions submitted by staff; and evaluates workload production and inventories data and recommends staffing adjustments to management accordingly. Ensures staff is aware of and abides by CRESP policies and procedures.

40% Evaluates existing operating procedures and analyze and recommends alternative processes to improve efficiency and oversees the implementation of new policies and procedures. Assists in the development and analysis of work measurement standards and uses other management information as a basis for evaluating an employee’s performance. Maintains statistics and prepares reports as needed for special studies and budget processes. Evaluates and facilitates staff development and conducts employee evaluations. Schedules meetings with employees to encourage, motivate, and provide opportunities for individual development. Responsible for maintaining accurate attendance records; identifying and addressing employee attendance problems; preparing memos and disciplinary actions; and handling complaints that may arise. Resolves or assists in resolving the most complicated work that technicians are unable to handle.

15% Participates in evaluations and makes recommendations concerning the recruitment and hiring of staff.

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.

I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.

I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.

I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

