

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

POSITION DUTY STATEMENT

PROPOSED

CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM Strategic Policy and Compliance		POSITION NUMBER (Agency-Unit-Class-Serial) 065-XXX-1139-XXX		MCR / HCR 1
DIVISION / UNIT Human Resources Headquarters Classification and Hiring		CLASSIFICATION TITLE Office Technician (Typing)		
		WORKING TITLE Office Technician (Typing)		
		TIME BASE / TENURE P/FT	CBID R04	WWG 2
LOCATION Sacramento, CA. (Headquarters)		INCUMBENT		EFFECTIVE DATE
CDCR'S MISSION, VISION and COMMITMENT				
<p>Mission To facilitate the successful reintegration of the individuals in our care back to their communities equipped with the tools to be drug-free, healthy, and employable members of society by providing education, treatment, rehabilitative, and restorative justice programs, all in a safe and humane environment.</p> <p>Vision We enhance public safety and promote successful community reintegration through education, treatment, and active participation in rehabilitative and restorative justice programs.</p> <p>Commitment CDCR and CCHCS are committed to transforming the correctional landscape to create safer, more professional, and more fulfilling environments for our employees, the incarcerated population, and those supervised in our communities. Through systemwide improvements grounded in proven and emerging practices, we aim to strengthen rehabilitation, enhance workplace satisfaction, and support successful reentry into the community through our institutions, parole, and community partnerships. Our shared mission is to promote safety, wellness, and human dignity while fostering positive change for all those who live and work within our institutions and communities.</p> <p>CDCR and CCHCS are committed to building an inclusive respectful workplace. We are determined to attract and hire candidates from all communities and empower employees from a variety of backgrounds, perspectives, and personal experiences. We are proud to foster inclusion and drive collaborative efforts at all levels of the Department.</p>				
DIVISION OVERVIEW				
The mission of Human Resources is to provide a positive employee experience through the delivery of excellent customer service. Our goal is to have a trusted human resources management program that is service-oriented and policy compliant to: recruit and retain top talent, provide meaningful wellness programs, empower professional development, and create innovative solutions to deliver a diversified high performing workforce.				
GENERAL STATEMENT				
Under the direction of the Assistant Deputy Director, Human Resources (HR), the incumbent is responsible for providing extensive clerical support to a variety of staff. The incumbent is expected to work cooperatively with peers and professional staff to meet the needs of HR and exercise good judgment, communicate effectively, and portray a professional and positive demeanor.				

% 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%	Assists callers and visitors, such as vendors, employees, and public, by cordially greeting, listening attentively, and personally resolving inquiries or redirecting them to appropriate staff for resolution. Responds to inquiries over the phone or through e-mail correspondence. Provides general clerical support including copying and word processing. Receives and processes incoming mail, express packages, and documents. Opens, reviews, sorts, date stamps, batches, and distributes mail to appropriate staff. Prints and mails candidate contact letters for HCH staff.
35%	Independently composes, types, proofreads, and finalizes a variety of correspondence, memoranda, reports, policy documents, and other sensitive materials on behalf of the Assistant Deputy Director, HR as well as other HR Management. Creates and edits documents using Microsoft Word, Microsoft Excel, and Adobe Acrobat. Develops or revises filing systems. Operates office equipment, such as printers, scanners, and laptop computers. Maintains confidentiality of sensitive program and personnel information in accordance with applicable laws and Department policies,
15%	Schedules meetings, conferences, and calls. Prepares and distributes agendas, meeting materials, and follow-up action items. Print and mail employee contact letters for HCH staff.
10%	Completes special projects as requested by HR management.
5%	Performs 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; and accurately report time and submit time sheets by the due date.

SPECIAL PERSONAL CHARACTERISTICS

- Influence, change, and strengthen the community. Set an example each day through positive and pro-social role modeling, utilizing dynamic security concepts through observation and building rapport.
- Willingness to play a significant role in the collaborative efforts toward rehabilitation and public safety enhancement.
- Ability to facilitate conversations as a coach and mentor, engaging in a respectful and understanding manner.
- Ability to build trust, improve communication, and assist with the transformation of correctional culture.

SPECIAL REQUIREMENTS

- CDCR does not recognize hostages for bargaining purposes. CDCR has a "NO HOSTAGE" policy, and all incarcerated people, visitors, non-employees, and employees shall be made aware of this.

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 timeline 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