

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

POSITION DUTY STATEMENT

PROPOSED

CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM Office of Internal Affairs		POSITION NUMBER (Agency-Unit-Class-Serial) 065-132-1139-002		MCR / HCR
DIVISION / UNIT Office of Internal Affairs (OIA) Field Operations Central Region		CLASSIFICATION TITLE Office Technician (Typing)		
		WORKING TITLE Office Technician		
		TIME BASE / TENURE P/FT	CBID R04	WWG 2
LOCATION Kern County		INCUMBENT		EFFECTIVE DATE

CDCR'S MISSION and VISION

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.

Vision

We enhance public safety and promote successful community reintegration through education, treatment, and active participation in rehabilitative and restorative justice programs.

Commitment

The California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (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. 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.

DIVISION OVERVIEW

The Office of Internal Affairs (OIA) is the entity within CDCR with the authority and responsibility to review, initiate, and investigate allegations of criminal or administrative misconduct. All allegations of employee misconduct are screened and analyzed to ensure fairness and consistency throughout the state. All investigations are conducted in a thorough, objective, impartial, and independent manner, to ensure justice and to maintain the integrity of CDCR.

GENERAL STATEMENT

The Office Technician (Typing) provides administrative and clerical support to the Office of Internal Affairs (OIA) regional office, including but not limited to the Chief, Special Agent In-Charge, Senior Special Agents, and Special Agents.

% 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.
25%	Perform general front office support/receptionist duties which include; independently answers telephone, gathering and providing accurate information; transfer phone calls to appropriate parties; screen, and interact with the public in a professional, courteous, and prompt manner; answer routine inquiries from staff and the public utilizing tact and discretion.
25%	Provide clerical support to Administrative Services Unit: copy and scans documents, will have knowledge of office equipment, utilizes a variety of computer systems, manuals, and documents as resources to carry out daily operations; set-up and maintain files for office projects and correspondence; independently prepare memorandums, letters; proof read, formatting, and edit handwritten or typed documents; compile, enter, and track information in spreadsheets or databases; prepare reports, and other documents as needed. Maintain project tracking logs for assignments and provides follow-up to ensure deadlines are met.

25%	Receive, sort, date stamp, input onto an Excel spreadsheet and distribute incoming mail for the OIA; process outgoing mail, which includes: prepare shipping/ mailing labels for overnight, regular, and courier packages/envelopes; receive and sign for express packages and certified mail; maintain receipt log, for incoming and outgoing express packages; research and process misdirected mail.
10%	Log onto an Excel spreadsheet job applications and provide copies to HR Liaison. Coordinate the scheduling and set-up of hiring interviews. Create and distribute memos to unsuccessful candidates
5%	As the timekeeper liaison to CDCR's HQ office; handle initial collection and review of 998's for accuracy and completeness. Ensure all 998's are completed and submit to the Office of Personnel Services. Maintain a copy of all HQ 998's submitted to Office of Personnel Services.
5%	Coordinate OIA annual forms up-dates. Ensure all forms are up-to-date, completed, submitted by designated deadlines, and maintained in a tracking log.
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 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 persons, visitors, nonemployees, 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
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