

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

POSITION DUTY STATEMENT

PROPOSED

CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM CALIFORNIA MEN'S COLONY		POSITION NUMBER (Agency-Unit-Class-Serial) 056-224-1139-802		MCR / HCR 1
DIVISION / UNIT OFFICE OF GRIEVANCES		CLASSIFICATION TITLE OFFICE TECHNICIAN (TYPING)		
		WORKING DAYS/HOURS: Monday through Friday 0800-1600 (Position may require incumbent to work flexible hours and/or overtime).		
		TIME BASE / TENURE	CBID	WWG
LOCATION HIGHWAY 1 NORTH, SAN LUIS OBISPO, CA 93409		INCUMBENT		EFFECTIVE DATE 01/26/2026

CDCR'S MISSION and VISION

Mission

We enhance public safety through safe and secure incarceration of offenders, effective parole supervision, and rehabilitative strategies to successfully reintegrate offenders into our communities.

Vision

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

COMMITMENT TO CALIFORNIA MODEL and DIVERSITY, EQUITY, and INCLUSION

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

BRIEFLY DESCRIBE THE DIVISION/UNIT FUNCTIONS

The Incarcerated person Grievance Office, Office Technician (OT) (Typing) is responsible for typing, filing, assisting with the maintenance of the Administrative Remedy Tracking (ART) located in the Strategic Offender Management System (SOMS) and arranging incarcerated person clarification interviews requested by the Centralized Screening Team (CST) located within the Office of Internal Affairs (OIA). Specific duties include but are not limited to the following:

GENERAL STATEMENT

BRIEFLY (1 OR 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Under the direct supervision of the Chief Deputy Warden or designee and under the lead of the Staff Services Analyst (SSA) (General) and Correctional Counselor II (CC II) (Supervisor) Grievance Coordinator.

% 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.
40%	Process, conduct, respond and log request submitted by the CST located within the OIA. This may include additional documentation and/or clarifying incarcerated person interviews.
20%	Process, log and distribute incoming and outgoing mail for the Office of Grievances (OOG). Maintain files for all incarcerated person Grievances and Appeals; type and print various documents for the incarcerated person Grievance/Appeals process; ensure the alleged staff misconduct Investigative/Inquiry files are current, filed and contain the appropriate records.

15%	Assist the OOG SSA (General), the CC II (Supervisor) Grievance Coordinator and other OOG staff, in maintaining the ART system in SOMS.
10%	Work closely with the OOG SSA (General), the CC II (Supervisor) Grievance Coordinator and other OOG staff, to tabulate information on new issues, trends, court decisions, and Compstat information.
5%	Attend institutional staff meetings and take notes on all issues related to the OOG.
5%	Answer phones, make copies, scan documents, and perform other general office duties as required.
5%	Participate in appropriate In-Service Training; perform other related duties as required and assigned. 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 REQUIREMENTS

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

CONSEQUENCE OF ERROR

- Example: 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

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