

**CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION**

POSITION DUTY STATEMENT - General

PROPOSED

CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM Sierra Conservation Center		POSITION NUMBER (Agency-Unit-Class-Serial) 099-224-1139-VAR		MCR / HCR	
DIVISION / UNIT  Administration/ Grievance Office		CLASSIFICATION TITLE Office Technician (Typing)			
		WORKING TITLE Office Technician (Typing)			
		TIME BASE / TENURE P/FT	CBID R04	WWG 2	COI Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
LOCATION Jamestown, California		INCUMBENT		EFFECTIVE DATE 4/22/2026	
<b>CDCR'S MISSION, VISION and COMMITMENT</b>					
<p><b>Mission</b> 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><b>Vision</b> We enhance public safety and promote successful community reintegration through education, treatment, and active participation in rehabilitative and restorative justice programs.</p> <p><b>Commitment</b> 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>					
<b>DIVISION OVERVIEW</b>					
The primary mission of the Sierra Conservation Center (SCC) is to provide housing, programs and services for minimum and medium custody incarcerated people, and to aid in their rehabilitation. SCC is responsible for the training and placement of male incarcerated people in the Conservation Camp Program. SCC administers 27 male camps located throughout the State of California.					
<b>GENERAL STATEMENT</b>					
Under the general supervision of the Correctional Counselor II (Supervisor)/Grievance Coordinator and indirect supervision of the Chief Deputy Administrator, CP, CEA (also known as the Chief Deputy Warden), the Office Technician (OT) performs clerical support					

for the Grievance Office. The OT is responsible for performing a variety of clerical related tasks utilizing a high degree of initiative, independence, and originality.

<p><b>% of time performing duties</b></p>	<p><b>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.</b></p>
<p>40%</p>	<p>Utilize the computerized Strategic Incarcerated Person Management System (SOMS) to log and track California Department of Corrections and Rehabilitation (CDCR) Form 602-1, Incarcerated People/Parolee Grievance Form, for all grievance inquiries. Respond to all incoming Request for Interview Forms (GA-22) received from incarcerated people as directed by Grievance Coordinator. Obtain data utilizing SOMS and Electronic Records Management System (ERMS). Pick up Incarcerated People Grievances from various locations throughout the Institution (Grievance Boxes are located on the Facilities A &amp; B yards, and inside buildings, as well as the Administrative Segregation Housing Unit, on Facility C, and Camp Office Transportation (Each Camp has assigned locked Boxes) and sign the log book within the housing units and Camp Office to confirm proof of pick up. Mail, documents, forms, reports, etc. are retrieved from the Administrative Building Foyer, Case Records Division Grievance Coordinator’s box, and Chief Deputy Warden’s Office. Familiarization and experience with Microsoft Word, Excel, Access and email are paramount. Update the Grievance Tracking Logs daily, with new Grievance information upon review and data entry of new cases factors/claims input and the assignment of Grievance Log numbers.</p>
<p>20%</p>	<p>Coordinate, process, log, respond, and conduct clarification interviews via telephonically between incarcerated people and the Centralized Screening Team (CST) located within the Office of Internal Affairs (OIA). This includes continuous monitoring of the designated email box linked between SCC with OIA-CST for the purpose of setting up and overseeing the joint incarcerated people-CST interviews. Interviews require incarcerated people face-to-face contact. The role is to issue an incarcerated person ducat and escort incarcerated people to a centrally designated location within the Institution. The next step is to connect OIA-CST and incarcerated people for a clarifying interview, as requested, related to the incarcerated people’s CDCR 602-1 (Grievance). A cellular or institutional portable telephone issued daily to the OOG OT will be the device utilized to connect the phone call. Review and edit all outgoing correspondence for consistency, adherence to policy, format and grammar structure, punctuation and spelling. Scan and maintain an electronic copy of all non-confidential grievances, correspondence, mail, incarcerated people requests, etc. Photocopy all confidential grievances or appeals and maintain internal office file system. Maintain and process Staff Complaint/Grievance against Staff folders in confidential location. Independently and at the direction from the Grievance Coordinator or designee, prepare routine correspondence. Process and purge archive files and records according to the retention schedule.</p>
<p>10%</p>	<p>Investigate the status of Grievances and respond to verbal, telephonic or written inquiries from incarcerated people, staff, and other internal and external entities. Process grievance closure packages for distribution from SOMS. Provide Incarcerated People Grievance training to staff, as needed. Assist with coordination of processing, logging, respond, and conduct clarification interviews via telephonically between incarcerated people and the Centralized Screening Team (CST) located within the Office of Internal Affairs (OIA). Prepare monthly and quarterly grievance and/or appeals reports for distribution to management, Any additional duties as required by the CCII Supervisor or Associate Governmental Program Analyst.</p>
<p>10%</p>	<p>Assist with the entry and processing of the Americans with Disabilities (ADA) Reasonable Accommodation Requests (CDCR 1824s) to the ADA Coordinator. Provide copies of all 1824s once logged in Reasonable Accommodation Request Tracking System (RARTS) and SOMS to the Reasonable Accommodation Program (RAP) Committee and complete Interim Accommodation documents as needed. Attend RAP Committee Meetings as Representative or Designee for Grievance Office as needed. Generate a list annually of all ADA and ensures a copy of each CDCR 1824 is available for the Armstrong Compliance Review at the Institution. Attend a minimum of 40 hours of In-Service Training, On-the-Job Training and other mandatory classes annually. Assist with collection of data, research, and preparation of Monthly Reports, annual COMPSTAT Report, and Annual RAP Report or any other reports deemed necessary for audit purposes.</p>
<p>5%</p>	<p>Order supplies from the institution warehouse for the Grievance Office and the Personnel Assignments Office.</p>

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.
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**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
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