

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION
 POSITION DUTY STATEMENT

PROPOSED

CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM San Quentin Rehabilitation Center		POSITION NUMBER (Agency-Unit-Class-Serial) 095-228-1139-816		MCR / HCR 1/D
DIVISION / UNIT Business Services / Community Resources		CLASSIFICATION TITLE Office Technician (Typing)		
		WORKING TITLE		
		TIME BASE / TENURE FT	CBID R04	WWG 2
LOCATION San Quentin, CA		INCUMBENT		EFFECTIVE DATE

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 DIVERSITY, EQUITY, AND INCLUSION

The California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (CCHCS) are committed to building and fostering a diverse workplace. We believe cultural diversity, backgrounds, experiences, perspectives, and unique identities should be honored, valued, and supported. We believe all staff should be empowered. CDCR/CCHCS are proud to foster inclusion and representation at all levels of both Departments.

DIVISION OVERVIEW

BRIEFLY DESCRIBE THE DIVISION/UNIT FUNCTIONS

GENERAL STATEMENT

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

Under the general supervision of the Community Resources Manager, this position is expected to exercise a degree of initiative and independence in assuming responsibility for providing clerical support for Community Resources / Inmate Programs Office.

Incumbents in this position must be pro-active, dependable, punctual, mature, and able to work independently. This person also needs to have excellent communication and interpersonal skills. Job duties require a high level of computer skills (spreadsheets/database and word processing). The Community Resources Office is a fast-paced environment with high exposure to the public. As such, the incumbent must possess a high energy level and represent the office and the institution in a high caliber, professional way, and handle the job in a customer service capacity.

% 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.
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| 40% | Receive, process, and track gate clearance submissions for Inmate Programs and Community Resources in conjunction with the Warden's Office staff. Respond to inquiries from program volunteers. Must possess or attain immediately CLETS certification. |
| 20% | Process Donation Authorizations from community and maintain donation database. Maintain timekeeping for Community Resources staff, including two inmate workers. Order supplies for the unit. Transcribe and distribute unit meetings as required. Type correspondences for the Community Resources Manager. Independently prepare correspondence as needed. Maintain and distribute institutional activity calendars for use by Warden's staff, AOD, and Watch Commander. Maintain inmate appeals logs for Community Resources to ensure due process timelines are met. Type confidential reports on inmates such as inmate interviews, gang activities, enemy situations, etc. |
| 15% | Open and screen incoming mail refer to appropriate staff member. Answer and screen all incoming calls. Copy and file selected unit material. Maintain manuals and keep staff informed of procedural or rule changes. |

095-228-1139-XXX

10%	Assist with volunteer training and facilitate volunteer ID card issuance/renewal-Brown (monthly) & Green (weekly) Cards. Maintain volunteer database. Work closely with Personnel and IST to ensure accurate record keeping and ID card status information.
10%	Maintain tickler system and track special event requests to ensure due dates are met and programs run smoothly.
5%	Attends all training, meetings, and seminars as needed or required. Performs other related duties as assigned

SPECIAL REQUIREMENTS

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

SUPERVISORY RESPONSIBILITIES: None noted.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE: Experience: One year of experience in California State service performing clerical duties at a level of responsibility equivalent to that of an Office Assistant, Range B. OR: Two years of experience in typing and clerical work. [Academic education above the twelfth grade may be substituted for one year of the required general experience based on either (a) one year of general education being equivalent to three months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience. Students who are enrolled in the last semester or its equivalent of course work, which upon completion will fulfill these requirements, will be admitted to the examination, but they must submit evidence of completion before they can be considered for appointment.] Education: Equivalent to graduation from high school. English and correspondence; principles of effective training. Ability to: Perform difficult clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively; provide functional guidance.

LANGUAGE SKILLS: Ability to give and receive verbal and written instruction, spell accurately, write reports and correspondence and perform financial and statistical clerical work.

REASONING ABILITY: Ability to analyze data and draw logical conclusions and apply departmental rules and regulations to specific instances.

CERTIFICATES, LICENSES, REGISTRATIONS: Must possess a valid typing certificate indicating the ability to type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.

OTHER SKILLS AND ABILITIES: Ability to maintain regular attendance and to be punctual.

OTHER QUALIFICATIONS: Knowledge of modern office methods supplies and equipment; business English and correspondence; methods, practices and terminology used in financial and statistical record-keeping work.

SPECIAL PERSONAL CHARACTERISTICS: A demonstrated interest in assuming increasing responsibility.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The following is a definition of the on-the-job time spent in physical activities:

Constantly: Involves 2/3 or more of a workday

095-228-1139-XXX

Frequently: Involves 1/3 to 2/3 of workday
 Occasionally: Involves 1/3 or less of workday
 N/A: Activity or condition is not applicable

Standing: Occasionally - to utilize a photocopier, to file, shred, or confer with other staff.

Walking: Occasionally - to access printouts from the printer, obtain files or supplies, or confer with other staff.

Sitting: Constantly - to operate a computer terminal, complete paperwork, or utilize a telephone at a desk. Worker may stand and walk intermittently.

Lifting: Occasionally - to move paperwork, files, binders and office supplies weighing up to five pounds. A stack of files weighing up to 10 pounds may be very occasionally lifted.

Carrying: Occasionally - to move the above noted items short distances within the office.

Bending/Stooping: Occasionally - to access forms under a counter or supplies or files on lower shelves or in lower drawers. Slight bending at the waist and neck may occur frequently during the day while working at a desk over paperwork.

Reaching in Front of Body: Frequently - to access a computer keyboard, answer a telephone, review files, operate a photocopier, or retrieve items from shelves or drawers.

Reaching Overhead: Occasionally - to retrieve files from the top shelves of a five-shelf vertical file.

Climbing: To utilize stairs

Balancing: To maneuver the uneven terrain in and around the institution.

Pushing/Pulling: Occasionally - to open and close drawers and binders.

Kneeling/Crouching: N/A.

Crawling: N/A

Fine Finger Dexterity: Frequently - to sort through paper, operate a computer and ten-key, and write notes.

Hand/Wrist Movement: Frequently - to operate a computer, telephone, photocopier, ten-key and other office equipment; to handle papers, files and binders; to open and close drawers and obtain supplies; and to write notes.

Driving Cars/Trucks/Forklifts or Other Moving Equipment: N/A

Hearing/Speech: Occasionally - to communicate with co-workers and by telephone.

Sight: Constantly - to access a computer, read, review and generate paperwork.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Office Technician (T) works in an open office area where each employee has their own desk area. Floors are carpeted/linoleum covered concrete and lighting is florescent. Temperatures are thermostatically controlled. The Office Technician (T) may occasionally walk outside to obtain paperwork from another office.

MACHINES, TOOLS, EQUIPMENT, AND WORK-AIDS: Telephone, electric typewriter, personal computer, printer, 10-key, copy machine, shredder, hole punch, paper cutter, and fax machine.

Sexual Harassment Policy: Sexual Harassment is illegal. All staff are required to conform to applicable laws, rules, codes, policies and procedures regarding Sexual Harassment and Equal Employment Opportunity (EEO). References are found in DOM Section 31010.

Initial:_____

Code of Conduct: As an employee of the Division of Adult Institutions, we are expected to perform our duties at all times as follows: Demonstrate professionalism, honesty, and integrity; accept responsibility for our actions and their consequences; appreciate differences in people, their ideas and opinions; treat fellow employees, incarcerated people and wards, families of incarcerated people and wards, parolees, and the public with dignity and fairness; respect the rights of others and treat others fairly regardless of race, color, national origin, ancestry, gender, religion, marital status, age, disability, medical condition, pregnancy, sexual orientation, veteran status, or political affiliation; comply with all applicable laws and regulations; report misconduct or any unethical or illegal activity and cooperate fully with any investigation.

Initial:_____

095-228-1139-XXX

Incompatible Activities: Per California Code of Regulations, Title 15, Section 3413, Incompatible Activities, subsections (a) (1), (3), (6) and (b), employees are not to engage in activities for profit using State facilities, materials or time.

Initial: _____

Nepotism/Fraternization Policy: Staff shall not use their personal relationships to aid or hinder others in the employment setting. Employees shall immediately notify the hiring authority or their respective supervisor when working arrangements and/or assignments conflict with the nepotism/fraternization policy. Additional information is found in DOM 33010.25

Initial: _____

COMMENTS: Work hours are from 7:00 a.m. to 3:00 p.m., Monday through Friday. Information for this job description was obtained by reviewing the California State Personnel Board Specification and through observation of duties as they are currently performed.

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
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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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