

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services		POSITION NUMBER (Agency – Unit – Class – Serial) 042-232-1139-804				
UNIT NAME AND CITY LOCATED Disability Management and Support Services Human Resources Section – Elk Grove, CA		CLASSIFICATION TITLE Office Technician (Typing)				
		WORKING TITLE Reception Unit Office Technician				
		COI Yes ☐ No ☒	WORK WEEK GROUP 2	CBID R04	TENURE PERM	TIME BASE FT
SCHEDULE (Telework may be available): ____ AM to ____ PM. (Approximate only for FLSA exempt classifications)		SPECIFIC LOCATION ASSIGNED TO 8280 Longleaf Drive, Building D, Elk Grove, CA 95758				
INCUMBENT (If known)		EFFECTIVE DATE				
The California Department of Corrections and Rehabilitation (CDCR) and the California Correctional Health Care Services (CCHCS) are committed to building an inclusive and culturally diverse workplace. We are determined to attract and hire more candidates from diverse communities and empower all employees from a variety of backgrounds, perspectives, and personal experiences. We are proud to foster inclusion and drive collaborative efforts to increase representation at all levels of the Department. CDCR/CCHCS values all team members. We work cooperatively to provide the highest level of health care possible to a diverse correctional population, which includes medical, dental, nursing, mental health, and pharmacy. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of the CDCR/CCHCS mission. CDCR and CCHCS are proud to partner on the California Model which will transform the correctional landscape for our employees and the incarcerated. The California Model is a systemwide change that leverages national and international best practices to address longstanding challenges related to incarceration and institution working conditions, creating a safe, professional, and satisfying workplace for staff as well as rehabilitation for the incarcerated. Additionally, the California Model improves success of the decarcerated through robust re-entry efforts back into to the community.						
PRIMARY DOMAIN:						
Division/Program and/or Position Overview Under the supervision of the Staff Services Manager I, Human Resources, the Office Technician (Typing) provides excellent customer service in assisting staff, CCHCS employees, and the public in general. The incumbent performs a variety of clerical support tasks predominantly focusing on receptionist duties. The incumbent exercises a high degree of initiative, good judgment, and independence of action, using working knowledge of personnel rules, laws and regulations in handling inquiries and searching for information.						
% 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. (Use addition sheet if necessary)					
	ESSENTIAL FUNCTIONS					

40%	Provides customer service, greets customers, restrict access to the Human Resources (HR) secured area, and processes all HR mail/packages, including sorting and delivery to all HR personnel. Assesses telephone calls from CCHCS employees, other agencies or the general public, and where appropriate, refers caller to staff or personally provides information on established personnel related issues. Receives, logs, and tracks all payroll warrants, which includes data entry and utilization of a computerized tracking system designed especially for the tracking of incoming warrants. Informs the appropriate staff when payroll warrants are ready to be picked up and distributed. Monitors various central email inboxes and schedules Live Scan appointments.
30%	Processes employee identification services including Live Scan fingerprinting, identification cards, and maintains/updates internal records such as spreadsheets, HR record control documents and identification card records. Orders office supplies and equipment as needed, including all functions relating to the Business information system. Develops, maintains, and performs periodic tracking of assignments using database files and a variety of physical files to ensure easy retrieval of all assignment data and documents. Performs the most difficult duties for clerical support and performs other clerical duties as required.
15%	Coordinates state vehicle reservations for HR staff. Schedules the HR conference rooms for meetings, trainings, and other activities. Maintains printers and copiers for HR. Assists with maintaining adequate supply of the up-to-date personnel forms, as well as ensuring the most current revisions are being utilized. Provides clerical support to the Program Support Unit as needed.
10%	Retrieve and deliver warrants or other items to/from various Sacramento locations, such as the Regional Accounting Office and/or State Controller's Office. (This may include operating a state vehicle).
5%	Performs other job-related duties as required,
	KNOWLEDGE AND ABILITIES <i>Knowledge of:</i> Modern office methods, supplies and equipment; business English and correspondence; principles of effective training. <i>Ability to:</i> 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. DESIRABLE QUALIFICATIONS • Excellent verbal and written communication skills; • proficient in computer applications, Such as Microsoft Word, Excel, and Outlook. • A valid California driver's license • Interpersonal Skills: Work independently in a team setting. • Education equivalent to completion of the twelfth grade OTHER DOMAINS NA

	SPECIAL REQUIREMENTS OR CONTINUING EDUCATION REQUIREMENT • CCHCS does not recognize hostages for bargaining purposes. CCHCS and CDCR have a “NO HOSTAGE” policy and all incarcerated patients, visitors, nonemployees, and employees shall be made aware of this. • Ability to: Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material. SPECIAL PHYSICAL CHARACTERISTICS NA 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. • 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.	
SUPERVISOR'S STATEMENT: <i>I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE</i>		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: <i>I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT</i>		
The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.		
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE