

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

POSITION DUTY STATEMENT - General

☐ PROPOSED☒ CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM CENTINELA STATE PRISON (CEN)		POSITION NUMBER (Agency-Unit-Class-Serial) 403-261-1139-XXX		MCR / HCR 1	
DIVISION / UNIT Division of Adult Institutions / California Department of Corrections and Rehabilitation		CLASSIFICATION TITLE Office Technician (T)			
		WORKING TITLE Office Technician (T)			
		TIME BASE / TENURE P/FT	CBID R04	WWG 2	COI Yes ☐ No ☐
LOCATION Personnel—Business Services		INCUMBENT		EFFECTIVE DATE	
CDCR'S MISSION, VISION and COMMITMENT					
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 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. 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 mission of the General Population institutions is to provide safe and secure housing for minimum to medium custody males while maximizing opportunities for rehabilitation through participation in work, vocational and academic programs, substance abuse treatment and self-help programs.					
GENERAL STATEMENT					
Under the direct supervision of the Personnel Supervisor II, the Office Technician (Typing) is responsible for the more complex clerical duties in the reception area of the Personnel Office.					

% 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%	Answer and screen telephone calls for the Personnel Office staff; answer technical questions regarding employment, testing, and employee benefits; process telephone verification of employment; type responses to written inquiries regarding employment. Process CDC employee identification (ID) cards and maintain the Expiring ID Card Report. Process Volunteer and Temporary ID cards; maintain the Expiring ID Card Report and Volunteer/Temporary folders. Responsible for the Concealed Weapon ID process.
25%	Assist with logging and tracking all FMLA and Catastrophic Time Bank Requests that need to be processed and distributed. Ensure that all areas of the institution receive copies of Catastrophic Time Bank Requests. Route copy of FMLA log to areas of Institution that utilize the log. File all FMLA and Catastrophic Time Bank Requests into the appropriate files.
25%	Type miscellaneous documents and correspondence, fax, file, duplicate and distribute various documents, update manuals, maintain SPB Specification binders, order supplies, collect and distribute mail from Warden's Office and incoming lockbox; maintain the official personnel folders and OPF log. Track due dates for all assignments made to Personnel Office staff. Reviews correspondence and documents submitted for the IPO's signature to ensure documents are free of typographical, grammatical, and format errors. Ensure document preparation is in accordance with the Departmental Operations Manual (DOM).
10%	Perform administrative duties including, but not limited to adhering 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. Assist and back up other Office Technician's and Office Assistant's in the Personnel Office. Attend a combination of 40 hours In-Service Training/On-the-Job training annually.
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.	
NON-ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO THE FOLLOWING:	
SUPERVISORY RESPONSIBILITIES: None.	
INCARCERATED PERSON SUPERVISORY RESPONSIBILITIES: None.	
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 accommodation may be made to enable individuals with disabilities to perform the essential functions.	
EDUCATION and/or 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 on the basis of 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.

LANGUAGE SKILLS: Ability to read and comprehend Personnel instructions and memoranda. Ability to effectively present information one-on-one to other employees. Ability to spell correctly; use good English; follow oral and written directions; read and write English at a level required for successful job performance.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide using whole numbers and common fractions.

REASONING ABILITY: Ability to apply common sense understanding to carry out instructions furnished in oral or written form. Ability to evaluate situations and take effective action.

CERTIFICATES, LICENSES, REGISTRATIONS: None

OTHER SKILLS AND ABILITIES: Ability to identify discrepancies in timekeeping data, ability to transfer detailed information accurately, ability to pace workload to meet deadlines, ability to handle questions, and inquiries without exhibiting extreme responses. Ability to maintain regular attendance and to be punctual.

OTHER QUALIFICATIONS: Ability to key information into a computer terminal.

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

ADDITIONAL DESIRABLE QUALIFICATION: Education equivalent to completion of the twelfth grade.

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 accommodation may be made to enable individuals with disabilities to perform the essential functions.

MACHINES, TOOLS, EQUIPMENT, AND WORK-AIDS: Telephone, photocopier, computers, camera, date stamp machine, shredder and Fax.

COMMENTS: Work hours are 0800-1630, Monday thru Friday.

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 time as follows: Demonstrate professionalism, honest, and integrity; accept responsibility for our actions and their consequences; appreciate differences in people, their ideas and opinions; treat fellow employees, incarcerated persons and wards, families of incarcerated persons 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: _____

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: _____

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
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 WITH A COPY OF THIS DUTY STATEMENT.		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE