

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

POSITION DUTY STATEMENT

☐ PROPOSED

☐ CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM High Desert State Prison		POSITION NUMBER (Agency-Unit-Class-Serial) 934-224-1139-826		MCR / HCR 1 / D	
DIVISION / UNIT Administration		CLASSIFICATION TITLE Office Technician (T)			
		WORKING TITLE Office Technician			
		TIME BASE / TENURE P/FT	CBID R04	WWG 2	COI Yes ☐ No ☐
LOCATION Grievances		INCUMBENT		EFFECTIVE DATE	
CDCR'S MISSION and VISION					
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					
Under the general direction of the Chief Deputy Administrator, Correctional Programs, C.E.A. (CDW), .					
Under the general direction of the Chief Deputy Administrator, Correctional Programs, C.E.A. (CDW), .					
Under the general direction Correctional Counselor II (Specialist - Grievances), the Office Technician (T), (OT) performs detailed assignments with a high degree of initiative, independence and originality in performing assigned tasks. The OT sorts, distributes and processes the Grievance Office mail. Performs receptionist duties involving the taking of messages, including determining the appropriate routing of grievance related inquiries and forwarding technical questions/inquiries to the Grievance Coordinators for response. Answers inquiries on the status of grievances. Maintains the logging and filing of confidential 602's. Uses photocopier as necessary. Picks up and delivers communications. Sorts and files records. Verifies accuracy of copied materials to be filed. Places cards, forms or other material in storage receptacles such as file cabinets, drawers or boxes.					
% 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.				
50%	Inputs data into the Inmate Appeals Tracking System (IATS), answering requests for documents, filing, and assists Office of Grievance staff as needed				
20%	Keep TIC system for control of deadlines and tracking of correspondence. Processes incoming and outgoing mail and distributes as necessary. Answer phone calls and is resource for those calls.				
20%	Prepares monthly compstat reports, supply orders, diversion report, weekly and monthly ADA reports for the Chief Deputy Warden, Administrative Assistant, ADA Associate Warden and to Office of Grievances. Maintaining confidential DOMs, Operational Procedures, and Program Status Reports.				

5%	Responsible for document production and requests from Litco, Administrative Assistant, and the ADA Associate Warden including document requests from Attorney General, Legal Affairs, as well as, PLATA, Armstrong, Coleman, Perez, Clark, Valdevia document production.
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.

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 prison incarcerated individuals, visitors, nonemployees, 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
-------------------------	----------------------	------

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
---------------------------	------------------------	------