

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

POSITION DUTY STATEMENT - General

☐ PROPOSED☒ CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM Division of Adult Parole Operations (DAPO) Northern Region	POSITION NUMBER (Agency-Unit-Class-Serial) 061-157-9927-202			MCR / HCR 1
DIVISION / UNIT NRHQ/Business Services	CLASSIFICATION TITLE Program Technician			
	WORKING TITLE Program Technician			
	TIME BASE / TENURE P/FT	CBID R04	WWG 2	COI Yes ☐ No ☒
LOCATION Sacramento	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				
YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.				
GENERAL STATEMENT				
Under the close supervision of the Supervisor I, the Program Technician I (PT) provides clerical support services to include Administration, Reentry, Program and Support Services. Using a personal computer, the incumbent is responsible for the following duties:				

% 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.	
35%	Provides assistance to the Business Services analysts (primarily Business Services) and Office Technicians. Exercises independent judgement and initiative in preparing various reports, forms, memorandums and correspondence in accordance with general guidelines. Performs photocopying, faxing, filing reports and other miscellaneous documents on a daily basis. Responsible for maintain tracking systems and correspondence.	
30%	RECEPTION Answers, screens, assists or directs incoming telephone calls. Escort the walk-in visitors through the building to their final destination. Using SOMS, provides information to callers in response to inquiries for inmate/parolee data. Transfers calls as needed. Distributes Visitor badges and monitors the front counter sign-in sheet. Must be able to operate a multi-phone line telephone.	
25%	MAIL ROOM As the mailroom back up, processes Incoming mail, signs for Priority Mail, date stamps and distributes to appropriate staff. Outgoing mail: sorts and places postage on outgoing mail. Using a state vehicle, travels to DAPO-HQ as the mail runner.	
10%	MISCELLANEOUS Assist with various projects drills as needed throughout Northern Region.	
5%	MARGINAL FUNCTIONS Perform administrative duties including but not limited to adhering to Department Policies, rules, and procedures. Assist other Support Services areas and perform other duties as deemed necessary.	
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, 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>I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR AND RECEIVED A COPY OF THIS DUTY STATEMENT.</i>		
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
SUPERVISOR'S STATEMENT: • <i>I CERTIFY THIS DUTY STATEMENT REFLECTS CURRENT AND AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION</i>		

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