

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services		POSITION NUMBER (Agency – Unit – Class – Serial)				
UNIT NAME AND CITY LOCATED Medical Services		CLASSIFICATION TITLE Office Technician (Typing)				
		WORKING TITLE				
		COI Yes ☐ No ☐	WORK WEEK GROUP	CBID	TENURE	TIME BASE
SCHEDULE (Telework may be available): ____ AM to ____ PM. (Approximate only for FLSA exempt classifications)		SPECIFIC LOCATION ASSIGNED TO				
INCUMBENT (If known)		EFFECTIVE DATE				
California Department of Corrections and Rehabilitation (CDCR)/ California Correctional Health Care Services (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.						
PRIMARY DOMAIN:						
Under the direction of the Correctional Health Services Administrator (CHSA) I/II, Correctional Facility (CF) the Office Technician (OT) (Typing) independently performs a wide variety of administrative clerical support duties for the CHSA I/II and the programs under his/her supervision. The OT (Typing) performs duties that require general knowledge of Department regulations and policies and an understanding of department-wide office practices and procedures. The OT (Typing) must possess the ability to communicate effectively and exercise good judgment.						
% 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. <i>(Use addition sheet if necessary)</i>					
ESSENTIAL FUNCTIONS						
40%	Independently, or with minimal direction, composes correspondence, prepares meeting notices and report submittal forms, and responds to general requests for health care program information. Collects data and types reports, letters, and memoranda. Processes documents for approval and signature; tracks and follows-up on documents for approval and signature. Tracks documents and forms to ensure established due dates are met. Reviews outgoing correspondence and checks for consistency with administrative policy, spelling and grammatical construction and errors, and adherence to departmental policies. Returns documents to originator for corrections as needed. Maintains chronological files of incoming and outgoing correspondence. Distributes outgoing correspondence.					
35%	Answers telephones, takes messages, faxes, photocopies, processes documents and forms, processes mail, and acts as a messenger/courier. Develops and maintains tracking systems and performs periodic assignment tracking using database files and a variety of hardcopy files. Establishes office procedures to ensure easy retrieval of field data and documents.					
20%	Independently composes and prepares meeting minutes and prepares agendas for meetings;					

5%	schedules meeting participants and meeting rooms using Department-approved software programs. Gathers and prepares meeting packages for meetings. Provides administrative support, including processing of transportation, lodging, travel advances, and travel claims. Ensures travel claims are processed according to timeframes established by the Accounting Office. Tracks and collects <i>Employee's Record of Attendance</i> (CDCR 998-A) forms. Processes timesheets within established timelines. Assists with ordering and maintaining supplies. Provides back-up clerical support for clerical staff within Health Care Support Services as required. Performs other duties as required.
	KNOWLEDGE AND ABILITIES <i>Knowledge of:</i> Modern office methods, supplies and equipment; business English and correspondence; and 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; and provide functional guidance. DESIRABLE QUALIFICATIONS Education equivalent to completion of the twelfth grade. SPECIAL REQUIREMENT <i>Ability to:</i> Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material. 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. SPECIAL PHYSICAL CHARACTERISTICS Incumbents must possess and maintain sufficient strength, agility, and endurance to perform during physically, mentally, and emotionally stressful and emergency situations encountered on the job without endangering their own health and well-being or that of their fellow employees, inmates, or the public. SPECIAL PERSONAL CHARACTERISTICS • A demonstrated interest in assuming increasing responsibility. Ability to maintain regular attendance and be punctual. • 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