

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

POSITION DUTY STATEMENT - General

☐ PROPOSED☒ CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM Headquarters	POSITION NUMBER (Agency-Unit-Class-Serial) 065-200-1139-938	MCR / HCR 1	
DIVISION / UNIT Division of Adult Institutions, Facility Operations, Centralized Allegation Resolution Unit	CLASSIFICATION TITLE Office Technician (Typing)		
	WORKING TITLE Office Technician (Typing)		
	TIME BASE / TENURE P/FT	CBID R04	WWG 2
LOCATION Ontario, CA	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 Centralized Allegation Resolution Unit (CARU) reviews all allegations of staff misconduct investigated by the Allegation Investigation Unit (AIU) to make determinations on whether corrective action or disciplinary action is imposed when warranted. The CARU handles all assigned cases identified as staff misconduct by the Centralized Screening Team and subsequently investigated by AIU.			
GENERAL STATEMENT			
Under the general direction of the Chief Deputy Warden (CDW) and guidance from the Employee Relations Analyst (ERA) and Employee Relations Officer (ERO), the Office Technician (OT) (Typing) (T) performs a variety of difficult and complex duties involving			

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highly sensitive and confidential material. The OT (T) assists in the preparation of documents regarding corrective and adverse action stemming from AIU Investigations. The incumbent provides a wide range of support functions and takes independent and appropriate action when confronted with issues delegated by the ERO or ERA. This position requires the incumbent to maintain confidentiality and sensitivity, particularly with respect to employee relations and adverse action issues. This position has a substantial amount of contact with the Office of Internal Affairs, Office of Legal Affairs, and the Office of the Inspector General. The incumbent must exercise a high degree of initiative, independence and originality in performing assigned tasks.

% 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%	Duties involve matters of a highly sensitive and confidential nature regarding employee relations issues. Assist the ERO and ERA in researching AIU investigations to prepare 402/403 and Investigation Closure documentation. Prepares memorandums, letters, official notices, and similar documents for review and signature of the CDW. Prepares responses for review and signature of the ERA, ERO, or designee. Responsible for independent action utilizing tact and diplomacy in relaying sensitive and confidential information from the ERO to management, supervisors, and headquarters staff. Has contact on a regular basis with staff regarding detailed and sensitive issues. Utilize various contract information and interpretations such as CalHR, State Personnel Board (SPB) laws and rules, CDCR Department Operations Manual, Administrative Bulletins, memorandums, and California Code of Regulations, Titles 2 and 15, in the processing of daily assignments.
20%	Provides clerical support for the ERO and ERA. Responsible for tracking all cases sent back to the Institutions for Institutional Executive Review Committee (IERC). Liaison with the Institutional ERO and Use of Force staff to ensure IERC completion within all applicable timeframes. Communicate with ERO when timeframes are not met. Responsible for independent origination of correspondence and assignments, memorandums, scanning and uploading documents and files, letters, reports, adverse actions, and other legal documents regarding sensitive complex employee relations issues. Prepares 402/403 documentation and Investigation Closure letters for ERO/ERA review and CDW signature. Records data for records retention and database storage. Open, distribute and date stamp incoming mail. Revise various forms, notices, letters and procedures as requested by the ERO or ERA. Transcribe interviews and memoranda on an as needed basis. Understands and operates various computer software programs including Microsoft Word, Excel, Outlook, the Strategic Offender Management System, and Allegation Against Staff Tracking System (AASTS). Input case updates for the assigned AIU investigations in AASTS. Upload 402/403 and Investigation Closure Documentation into the Division of Adult Institutions Allegation Inquiry Report SharePoint. Distributes Investigation Closure Memorandums once signed by the Hiring Authority.
20%	Provides communication support for the ERO and ERA through telephone, facsimile, mail, messenger and direct contacts with outside offices and agencies. Schedules appointments, conferences, hearings and maintains a calendar for the ERO and ERA. Researches and prepares information needed for SPB hearings, Skelly Hearings, and 402/403 conferences. Schedules Skelly Hearings and 402/403 conferences. Prepares case files and maintains the office filing system, the assigned office logs, spreadsheets, and the Tickler System on assignments. Records all data in the appropriate logs.
10%	Research names of relevant employees to compile information related to ERO cases. Contact staff to ensure timely processing of documents. Initiate and gather statistics and prepare confidential information for all required reports. Prepare documentation at the direction of the ERO and ERA for the monthly case conferences with the Institutional Hiring Authorities and Employee Relations Offices in the assigned region.
10%	Coordinate with CalHR, SPB, and Vertical Advocates for case status updates. Responds to both verbal and telephonic inquiries from various parties. Maintains and orders supplies. Assist others and perform other duties as required.

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 incarcerated people, visitors, non-employees, and employees shall be made aware of this.		
CONSEQUENCE OF ERROR		
• Example: 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>I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE A COPY OF THIS DUTY STATEMENT.</i>		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE