

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services		POSITION NUMBER (Agency – Unit – Class – Serial)				
UNIT NAME AND CITY LOCATED		CLASSIFICATION TITLE Personnel Technician II (Specialist)				
		WORKING TITLE Certification Technician				
		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) and California Correctional Health Care Services (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. Across our organization, our programs work cooperatively to provide the highest level of health care possible to a diverse correctional population. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of the CDCR and CCHCS mission.						
PRIMARY DOMAIN:						
Under the direction of the Supervisor I, the Personnel Technician II (Specialist) performs the more complex technical personnel duties in support of the CCHCS' certification and hiring processes, administering the use and maintenance of the department's civil service eligible list and access to the California Department of Human Resources' (CalHR) service wide eligible lists for executive, clinical, professional, and general occupational job classifications. May serve in a lead capacity to Personnel Technicians in the performance of technical and clerical personnel duties. Independently interprets and applies a wide variety of State Personnel Board (SPB) laws, rules, regulations, and CCHCS policies and processes in the performance of the various certification functions. May travel to the institutions to assist with recruitment events and training.						
% 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						

35%	Orders and processes requests for certifications from eligible lists. Maintains and updates candidate pools of eligible candidates for use by headquarters, regional, and institutional staff. Independently assembles and analyzes certification and eligible list data for use by headquarters, region, and institution analysts and managers for a variety of purposes. Coordinates logistic and administrative facets of the certification process. Prepares related correspondence, and assists in resolving certification administration problems. May act as lead person to other Certification Unit Personnel Technicians.
20%	Communicates with headquarters, regional, and institutional staff regarding a wide variety of complex topics related to the certification process and the hiring of individuals from candidate pools. Analyzes and interprets certification rules, procedures, and other relevant information utilizing resource materials such as the Selection Manual and SPB laws and rules; advise headquarters, regional, and institutional analysts and managers to help resolve complex, technical certification problems. Advises departmental and institutional staff on current certification and related personnel principles and practices; maintain certification documentation and filing system.
20%	Provides training, technical guidance, and assistance to headquarters, regional, and institutional staff regarding CalHR's Examination and Certification Online System (ECOS). Identifies and provides information on laws and rules relative to the certification process. Assists in resolving certification and online system problems. Provides information to examination candidates regarding list eligibility after testing. Makes changes to online system as requested by candidates for address, location, or tenure/time base changes, when needed.
20%	Analyzes applicants' experience and education from State Applications, resumes, and/or Statement of Qualifications, using the appropriate classification specifications, Selection Manual guidelines, and procedures. Utilizes resource materials such as the Selection Manual, SPB laws and rules, and the internet to conduct research. Contacts candidates to verify additional information or for clarification of experience and/education to ensure minimum qualifications (MQs) for the less complex classification are met. Processes withholdings from certification and prepares correspondence, including preparing Notice of MQ reviews and permanent withhold.
5%	May travel to the institutions to assist with recruitment events and training.
	KNOWLEDGE AND ABILITIES <i>Knowledge of:</i> Grammar, spelling, punctuation, and modern English usage; and examining and personnel principles and practices. <i>Ability to:</i> Interpret written material; edit written material; write effectively; analyze written and numerical data accurately, and follow oral and written instructions; clear and concise expression and oral presentations, written reports and correspondence; and accept increasing responsibility for accuracy and thoroughness in performance of tasks; work effectively with others in both professional and clerical occupational groups; skill in analytical evaluations. DESIRABLE QUALIFICATIONS Must exercise a high degree of discretion/confidentiality, reliability, accuracy, dependability, good judgment, and flexibility in performing a variety of duties. In addition, must possess good work habits; adjust to changing priorities; pay attention to detail; and, work well under pressure. Must possess outstanding customer service skills, interpersonal and organizational skills. Must have the ability to: Interpret written materials; analyze written and numerical data accurately, and follow oral and written instructions. Open-minded; flexible; tactful; energetic; creative; positive; self-motivated; conscientious; dependable. Excellent customer service skills; strong written and verbal communication skills.

	Knowledge of Government Codes pertaining to the State civil service merit system in order to effectively perform personnel program functions relating to exam processing; the selection process including rules, policies, and procedures relating to exam processing; office practices and procedures, including the use of personal computers and other office equipment to effectively perform duties; record keeping techniques (e.g., logs, flow charts, statistics, tracking systems) to ensure information is current, accurate, and readily available. SPECIAL REQUIREMENTS OR CONTINUING EDUCATION REQUIREMENT Education equivalent to completion of the twelfth grade preferably with emphasis on courses in English composition and journalism. - 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 Persons appointed to this position may be reasonably expected to exert up to 10 pounds of force occasionally and/or a negligible amount of force frequently or to constantly lift, carry, push, pull, or otherwise move objects. Involves sitting most of the time, but may involve walking or standing for brief periods of time. SPECIAL PERSONAL CHARACTERISTICS Accuracy and thoroughness in performance of tasks and ability to work in harmony with others in both professional and clerical occupational groups. - 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