

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services		POSITION NUMBER (Agency – Unit – Class – Serial)				
UNIT NAME AND CITY LOCATED Regional Human Resources Office – Southern		CLASSIFICATION TITLE Office Technician (Typing) Clerical Support				
		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) 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 supervision of the Supervisor I, Regional Human Resources Office (RHRO) – Southern, the incumbent independently provides administrative, field and clerical support to the Supervisor. The Office Technician (OT) (Typing) will perform both routine and complex clerical and administrative functions as assigned. Responsible for maintaining confidentiality and providing excellent customer service. May be required to travel to the various institutions within the Southern Region or Headquarters in Elk Grove CA.						
% 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. (Use addition sheet if necessary)					
ESSENTIAL FUNCTIONS						

40%	Logs, tracks and routes Request for Personnel Action, Training and Development Assignment Packages, Out-of-Class Checklist requests, Hire Above Minimum Packages and various personnel documents received from Field Liaison Analysts at the respective institution which are submitted to the respective Supervisor I for review and approval/disapproval. Assists the Field Liaison Analyst to ensure all required signature approvals/disapprovals are obtained within the expedited hiring process time constraints. Prints, scans, duplicates, hand delivers hiring documents, and communicates with Field Liaison Analysts regarding each packet. Completes a weekly review of pending hires/RPAs to ensure processing is expedited. Returns approved/disapproved documents to the Field Liaison Analyst in an expeditious manner. Provides administrative and clerical support that includes typing and proof reading memoranda, letters, and reports from handwritten, dictated or originally typed documents and placing them in a final format consistent with the styles and procedures used by the CCHCS; receiving and screening correspondence. Develops and maintains "Tickler File System" and log of all assignments and their due date. Provide the respective Supervisor I with a weekly summary of outstanding assignments and provide written reminder of assignments due to the respective employee in order to provide appropriate follow-up to ensure deadlines are met. Provide information for monthly reports and assist in the preparation of special assignments as requested.
30%	Independently provides administrative support that includes typing and proofreading memorandums, justifications, letters and reports from handwritten or typed documents. Ensure that assignments and information requested from staff is submitted in compliance with the request. Tracks justifications/communiqués on behalf of the respective Supervisor I. Prepares route slips for signature attaches executive summary; hard delivers package, and tracks the status. Receives incoming telephone calls and refers them to appropriate staff for response. Maintains assignment tracking logs and provides follow-up to ensure deadlines are met. Schedules meetings, training and conference calls for the respective Supervisor I. Drafts agendas, coordinates with support staff, and records minutes.
15%	Screens and processes correspondences; incoming and outgoing, emails, US mail and faxes by date stamping logging, sorting and distribution to appropriate staff. Assists staff in retrieving and location filed materials. Scans, copies, and archives documents as needed. Tracks budget expenditures (Travel, Training Legal). Calculates monthly budget expenditures; prepares annual spending plan; processes invoices for legal contracts. Maintains/organizes electronic files saved on Southern Region share drives; reproduces department manuals.
15%	Assists with updating telephone and assignment rosters. Provide service to institutional staff, answering general questions and responding to general requests for information relative to Personnel. May assist with ordering supplies for the RHRO-Southern. Provides break and lunch relief and backup clerical support during absences for other OTs in the RHRO-Southern as assigned. Log incoming Checks and mail to appropriate employee as directed. Return designated checks to Regional Accounting and mail out garnishments checks to appropriate payee. Prepare the Check Receipt log and distribute to appropriate designee for staff to sign for the receipt of their warrants. Assist with picking up the mail from the Post Office and distributing mail to staff. Responsible for meeting yearly In-Service Training and On-the-Job Training and perform other clerical and administrative support duties as required. May be required to travel within the twelve institutions assigned to RHRO-Southern to provide clerical or administrative support and to attend training and meetings in Elk Grove, Sacramento or RHRO-Southern.

	KNOWLEDGE AND ABILITIES <i>Knowledge of:</i> Modern office methods, supplies and equipment; business English and correspondence, 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 indecently utilizing a wide knowledge of vocabulary; grammar and spelling; communicate effectively; provide functional guidance. DESIRABLE QUALIFICATIONS <i>Interpersonal Skills:</i> Work independently in a team setting. <i>Additional Desirable Qualifications:</i> Education equivalent to completion of the twelfth grade. SPECIAL REQUIREMENTS OR CONTINUING EDUCATION REQUIREMENT Ability to type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material. - 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 must be reasonably expected to exert up to 40 lbs. of force occasionally and/or a negligible amount of force frequently or constantly to 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 A demonstrated interest in assuming increasing responsibility. - 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 HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT		
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

