

# CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

## POSITION DUTY STATEMENT

☐ PROPOSED

☒ CURRENT

|                                                                 |  |                                                                |             |                |
|-----------------------------------------------------------------|--|----------------------------------------------------------------|-------------|----------------|
| CDCR INSTITUTION OR HEADQUARTERS PROGRAM<br>VALLEY STATE PRISON |  | POSITION NUMBER (Agency-Unit-Class-Serial)<br>919-218-1441-XXX |             | MCR / HCR<br>1 |
| DIVISION / UNIT<br><br>CENTRAL SERVICES / MAILROOM              |  | CLASSIFICATION TITLE<br>OFFICE ASSISTANT (GENERAL)             |             |                |
|                                                                 |  | WORKING TITLE<br>OFFICE ASSISTANT (GENERAL)                    |             |                |
|                                                                 |  | TIME BASE / TENURE<br>P / FT                                   | CBID<br>R04 | WWG<br>2       |
| LOCATION<br>CHOWCHILLA                                          |  | 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

Office Assistant (General) shall assist in the expeditious handling of all incoming and outgoing mail for staff and incarcerated persons within the institution.

### GENERAL STATEMENT

Under the supervision of the Mailroom Supervisor, all staff shall assist in the expeditious handling of all incoming and outgoing mail for staff and incarcerated persons. The particular duties of the Office Assistant (G) [OA] include, but are not limited to: Identification, searching, distribution, processing of incarcerated person and staff mail, processing of reroute mail for incarcerated persons no longer at this institution, processing of unauthorized items found in mail, processing of money orders/checks, confidential/legal mail, utilizing outgoing mail programs (GLS), updating various log books, answering Request for Interviews, use of the Strategic Offender Management System (SOMS), postal machines and office equipment. Staff must be aware of Postal Regulations, Title 15, and Mailroom Operational Procedure 54010.01.

Staff is responsible for answering incoming calls from various staff and the public. Questions that cannot be answered shall be referred to the Mailroom Supervisor. Institutional policy dictates the need for confidentiality in all matters concerning incarcerated persons, in regards to the public.

Staff will be assigned specific duties as outlined and other assignments as directed by the Mailroom Supervisor. Weekly Tracking Forms are to be completed and handed in each Monday. At the end of each pay period, staff must turn in completed 998's and overtime sheets to the Mailroom Supervisor.

In the absence of the Mailroom Supervisor, the Procurement & Services Officer II would become the temporary Supervisor. This would include absences for vacation, sick, holiday time off or any period of time that staff may work overtime and the Mailroom Supervisor is not in attendance.

Scheduled work hours are 0800-1600 hours, Monday through Friday with holidays off. No lunch period is provided and short breaks may be taken when necessary. Before breaks are taken, the OA (G) must inform the Supervisor when they are leaving and where they are going. Any request for leave must be submitted on a Request for Leave Memorandum and pre-approved by the Mailroom Supervisor.

The scheduling of staff to particular work duties and workstations for cross training purposes is at the Mailroom Supervisor's discretion and can be changed at any time. All staff are expected to complete assignments in a timely manner and for the comfort of everyone, are asked to keep their personal telephone calls and talking to a minimum.

Physical requirements include a high degree of manual dexterity, involving tedious processing which could include sitting several hours at a time, accessing data from the computer and writing. Standing for short periods of time and carrying mail sacks and mail bins weighing up to 25 pounds are also required. As an OA (G), you are expected to satisfy your duties, which include reporting to work on your scheduled workdays on a continuous basis.

| % 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.                                                                                                                                                                                                                                                                                                                      |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 40%                         | <b>Processing Mail:</b> Opening correspondence, identifying and searching incoming incarcerated person mail. Reviewing mail for acceptability and taping or electric stapling of items for delivery to housing units. If items are not acceptable, filling out documentation and the processing of it. Responsible for documentation on contraband or possible "evidence" finds. Responsible for specific duties as assigned by Mailroom Supervisor, (Legal Mail, money orders, Re-Route Mail, CDCR 0022's etc.). |
| 30%                         | <b>Processing of Bulk/Priority Mail:</b> Identifying and searching of Bulk Mail and Priority Mail for delivery to housing units and acceptability of items. If items not allowable, fill out appropriate Disapproval Forms and the processing of it. Processing incoming mail to Institutional Staff and the various areas within the Institution.                                                                                                                                                                |
| 15%                         | <b>Sorting Mail:</b> Each morning all incarcerated person outgoing mail, sorted by size, type of postage needed and legal mail requirements, to be done immediately after Mailroom Materials and Stores Supervisor I delivers bags from units. Sorting all incoming incarcerated person mail, looking for specific items, such as no return address, postage returns, Investigative Services Unit (ISU) listings, incarcerated person-to-incarcerated person unapproved letters, etc.                             |
| 10%                         | <b>Assorted Duties:</b> Performs other related duties pertaining to the Mailroom.                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 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 prison incarcerated persons, 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 time line goals, and varying degrees of negative financial impacts to the department.

**To be reviewed and signed by the supervisor and employee:**

EMPLOYEE'S STATEMENT:

|                                                                                                                                                                                                                                                                                                                                                           |                        |      |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|------|
| <ul style="list-style-type: none"><li>I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR AND RECEIVED A COPY OF THIS DUTY STATEMENT.</li></ul>                                                                                                                                                                           |                        |      |
| EMPLOYEE'S NAME (Print)                                                                                                                                                                                                                                                                                                                                   | EMPLOYEE'S SIGNATURE   | DATE |
| <b>SUPERVISOR'S STATEMENT:</b> <ul style="list-style-type: none"><li>I CERTIFY THIS DUTY STATEMENT REFLECTS CURRENT AND AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION</li><li>I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE A COPY OF THIS DUTY STATEMENT.</li></ul> |                        |      |
| SUPERVISOR'S NAME (Print)                                                                                                                                                                                                                                                                                                                                 | SUPERVISOR'S SIGNATURE | DATE |