

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

POSITION DUTY STATEMENT - General

☐ PROPOSED☒ CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM CALIFORNIA CORRECTIONAL INSTITUTION		POSITION NUMBER (Agency-Unit-Class-Serial) 054-210-1139-818		MCR / HCR 1/D
DIVISION / UNIT ADULT INSTITUTIONS/REGION IV		CLASSIFICATION TITLE OFFICE TECHNICIAN (T)		
		WORKING TITLE Office Technician – Investigative Services Unit		
		TIME BASE / TENURE	CBID R04	WWG 2
LOCATION TEHACHAPI		INCUMBENT		EFFECTIVE DATE 7/1/2026
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 Region IV mission provides safe and secure housing for maximum to minimum custody incarcerated persons, while: 1. Providing opportunities for these incarcerated persons to successfully transition to lower levels of custody, by accepting personal responsibility for their actions through behavior-based multi-level programming; and 2. Providing opportunities for rehabilitation through participation in work, vocational and academic programs, substance abuse treatment, and self-help programs.				
GENERAL STATEMENT				
General statement highlighting the position's responsibilities.				

Revised: 07/26

Under the general supervision of the Investigative Services Unit (ISU) Lieutenant, the Office Technician (T), ISU, must have a high degree of initiative, independence and originality in performing assigned tasks. Must have a high degree of sensitivity and be cognizant of the consequences of errors related to both oral and written communication. This individual will perform detailed assignments, be involved in sensitive public contacts and must be knowledgeable as to the policies and procedures of the Department as well as the institution. The Office Technician will relieve the Correctional Lieutenant of routine office details, maintain confidential and administrative files, attend meetings and take and summarize notes into minutes, making distribution as necessary. Will arrange correspondence in order or priority with appropriate background information attached for reference; will screen all incoming correspondence and telephone calls and refer same to the appropriate staff member for reply ensuring there is adequate follow-up and that deadlines are met.

% 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.
45%	Type confidential reports as needed to assist ISU management staff. Maintain records of all Criminal and Administrative Investigations and ensure a proper filing system. Type investigative notices and closure letters. Maintain proper copies of the CDCR 989 packages and assist in the forwarding of the package to Sacramento CIU. Maintain Use of Force Review files, individual incarcerated persons files, incarcerated persons death files, 837 Incident Package logging, CDCR 2189 Incarcerated Relative/Associate Notification (ISU copy), NIA (non-investigative assignment) files, and Contraband Surveillance Watch files. Make new case folders as needed.
20 %	Assist various Deputy District Attorneys with the subpoena process: Notification of employees, serving the subpoena, and update of any court case details to employees.
10%	Assist other CDCR agencies in the Notification of Interview process as needed. Maintain and track all computer logs as they pertain to ISU daily activity.
10%	Coordinate with the Institutional Mail Room for collection and distribution of mail, prepare letters and correspondence to other law enforcement agencies. Prepare all month end report including Compstat Report and send to appropriate personnel.
10%	Answer, screen and distribute incoming calls abiding by the Information Practices Act, Departmental Laws, Rules and Local Policies. Maintain office supplies and check with the Supply Officer when supplies are needed.
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. Attend annual In-Service and On the Job Training each year. Other duties assigned as appropriate to the Office Technician classification.

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.

Knowledge and Abilities:

Knowledge of: Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.

Ability to: 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; provide functional guidance.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING:

SUPERVISORY RESPONSIBILITIES: None.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

Either I

One year experience in California State service performing duties at a level of responsibility equivalent to that of an Office Assistant, Range B.

Or II

Experience: Two years of experience in typing and clerical work. [Academic education above the twelfth grade may be substituted for one year of the required general experience on the basis of either (a) one year of general education being equivalent to three months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience. Students who are enrolled in the last semester or its equivalent of course work, which upon completion will fulfill these requirements, will be admitted to the examination, but they must submit evidence of completion before they can be considered for appointment.]

LANGUAGE SKILLS: Ability to spell correctly, use good English, follow oral and written directions, read and write English at a level required for successful job performance, meet and deal tactfully with the public, prepare correspondence using a wide knowledge of vocabulary, grammar and spelling, and communicate effectively.

MATHEMATICAL SKILLS: Make arithmetical computations of medium level of difficulty; ability to add, subtract, multiply, and divide all units of measure using whole numbers, common fractions, and decimals.

REASONING ABILITY: Ability to apply common sense understanding to carry out instructions furnished in oral or written form. Ability to evaluate situations and take effective action.

CERTIFICATES, LICENSES, REGISTRATIONS: Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.

SPECIAL PERSONAL CHARACTERISTICS: A demonstrated interest in assuming increasing responsibility.

ADDITIONAL DESIRABLE QUALIFICATIONS: Education equivalent to completion of the twelfth grade.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The following is a definition of the on-the-job time spent in physical activities:

Constantly: Involves 2/3 or more of a workday

Frequently: Involves 1/2 to 2/3 of workday

Occasionally: Involves 1/3 or less of workday

N/A: Activity or condition is not applicable

Standing: Occasionally - for periods of time to file or retrieve documents and to operate the copy machine and other office machines.

Walking: Occasionally - within 15 feet to file, operate copier, disperse mail and converse with staff.

Sitting: Constantly - when keyboarding, using the telephone, keeping logs and records, copying tapes, preparing mail and associated tasks at a desk. There is flexibility for movement on a frequent basis to break sitting with standing and walking.

Lifting: Frequently - items weighing a few ounces such as paper, pens staplers, and telephone receiver. Occasional lifting of 7-10 pounds when packages arrive in the mail or a couple of reams of paper or group of files are lifted.

Carrying: items listed above may be carried about 15 feet within the office area.

Bending/Stooping: Occasionally - may choose this position to reach the lower file drawers, paper stored in a box on the floor, or similar items. Slight bending at the waist and neck occurs on a frequent basis throughout the day such as needed to bend over the desk to perform paperwork duties.

Reaching in Front of Body: Frequently to constantly - when keyboarding, answering telephone, handing papers to staff, filling, copying loading paper in printer or copier, opening drawers and reaching about the top of a desk.

Reaching Overhead: Occasionally - to reach files stored on an upper shelf.

Climbing: Occasionally - takes flights of stairs into and out to the office each day.

Balancing: N/A

Push/Pulling: Occasionally - to open file and desk drawers and to position the computer keyboard.

Kneeling/Crouching: Occasionally - may choose this position to reach the lower file drawers.

Crawling: N/A

Fine Finger Dexterity: Constantly - when keyboarding, writing notes by hand, taking phone messages and flipping through paperwork.

Hand/Wrist Movement: Constantly - Keyboarding about 4-5 hours a day and up to 8 hours per day when necessary to complete reports; operating office machines, answering phones, filing, dispensing mail and working with papers and files.

Hearing/Speech: Clear speaking and hearing required to answer telephone calls and in performing duties.

Sight: Adequate vision is required to review correspondence and files, as well as transcribe reports.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Office Technician works indoors in a thermostatically controlled environment, although occasionally the temperature fluctuates between very warm and cold. The floors for performance of all duties are linoleum.

MACHINES, TOOLS, EQUIPMENT, AND WORK-AIDS: Telephone, an electric typewriter, a personal computer, a calculator, a copy machine, paper shredder, hole-punch, paper cutter, fax machine and the usual office supplies.

COMMENTS: The OT works from 0800-1600, Monday through Friday.

Information for this job description was obtained by reviewing the California State Personnel Board specification for the position and by observation of the duties as they are currently performed.

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		
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