

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

POSITION DUTY STATEMENT - General

☐ PROPOSED☒ CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM Office of Employee Health Management		POSITION NUMBER (Agency-Unit-Class-Serial) 065-545-1139-xxx		MCR / HCR 1	
DIVISION / UNIT Workers' Compensation Intake Unit		CLASSIFICATION TITLE Office Technician (Typing)			
		WORKING TITLE Office Technician (Typing)			
		TIME BASE / TENURE P/LT	CBID R04	WWG 2	COI Yes ☐ No ☒
LOCATION 9250 Laguna Springs Dr. Suite 205, Elk Grove, CA 95758		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 Workers' Compensation Intake Unit is responsible for the timely receipt, review, and processing of all incoming workers' compensation claims for headquarters programs and centralized institutions. The unit serves as the initial point of entry for injury reports and claim documentation ensuring that all submissions are accurately logged, documented, and routed in compliance with applicable laws, regulations, and departmental policies. Under the general supervision of a Supervisor II, the Office Technician (OT) performs administrative office duties including claims intake processing, data entry, records management and customer service.					
GENERAL STATEMENT					
Successful accomplishment of program goals requires the incumbent to maintain strict confidentiality of sensitive and personally identifiable information, including personal information contained in medical reports; maintain regular attendance; communicate professionally, both orally and in writing; produce accurate work product and in a timely					

manner; exercise good judgment; and collaborate successfully with other members of the units. This position also requires continuing personal interaction with various stakeholders, in person, by phone, or email.

% 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%	Receive, review and log incoming workers' compensation claims (e.g., DWC-1 forms, injury reports, supervisor reports). Ensure all required documentation is complete and compliant with state and departmental guidelines. Complete intake form to establish new claims according to process and procedures. Route claims to appropriate analysts, adjusters, or third-party administrators. Identify urgent or priority claims and escalate appropriately. Maintain organized tracking logs to track receipt and movement of documents in compliance with required timelines.
25%	Scan, upload, and transfer files into the electronic filing system. Maintain and update claim files, ensuring documentation is organized and complete. Perform regular file checks to ensure data accuracy.
20%	Serve as a point of contact for incoming inquiries related to document receipt and the intake status. Provide general information to staff, injured employees, and external contacts within the scope of knowledge. Communicate with injured workers, supervisors, HR staff, and external partners to obtain missing or additional information to complete the intake documentation.
15%	Prepare simple reports, logs and spreadsheets as assigned. Assist by scanning documents and maintaining the electronic filing system. Maintain daily volume intake logs for tracking and reporting purposes. Assist with training new Intake Unit Office Technicians on basic intake procedures. Archive closed files within electronic filing system. Review SharePoint logs to assure all institutions are updating logs regularly. Responsible for scheduling appointments, meetings and maintaining the OEHM Calendar. This includes securing a conference room and inviting attendees via Microsoft Outlook Calendar. Responsible for preparing and distributing a sign in sheet and for taking minutes/recording.
5%	Complete a minimum of 40 hours of in-service training annually, provide on-the-job training as necessary, submit supply requests, and perform other duties as assigned. 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. 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.
- This position requires the incumbent to maintain strict confidentiality and adhere to the CDCR Code of Conduct.

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