

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

POSITION DUTY STATEMENT - General

☐ PROPOSED☒ CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM Office of Employee Health Management (OEHM)		POSITION NUMBER (Agency-Unit-Class-Serial) 065-545-1139-xxx		MCR / HCR 1	
DIVISION / UNIT Workers' Compensation Section		CLASSIFICATION TITLE Office Technician (Typing)			
		WORKING TITLE Office Technician (Typing)			
		TIME BASE / TENURE P/FT	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					
Under the general supervision of a Supervisor II, the Office Technician (OT) performs administrative office duties such as mail and document processing and distribution, creating and disseminating reports, data entry, scanning and photocopying, records management, typing correspondence, and other duties as required. This duty statement is used for both the Workers' Compensation (WC) Claims Unit and the WC Settlements Unit. The position will serve as a primary OT for one unit and as a backup for the other unit.					
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%	Pick up, open, and date stamp mail; identify and enter information from mail into a database; route mail received from all sources including State Compensation Insurance Fund (SCIF) to assigned WC program staff, return-to-work coordinators (RTWC), and other staff and programs following established mail handling procedures. Monitor and process email from several WC inboxes; review and determine if email documents and requests comply with guidelines; process incoming settlement authority requests, awards, medical reports, hearing notifications, ProLaw matter requests, and SAP/BIS report requests; create new ProLaw matters and append to existing ProLaw matters; check various databases and applications for information to enter into ProLaw; route emails and attachments to appropriate recipient; review, prepare, and scan files; save scanned files using file naming convention; respond to emails. Manage WC share point site, removing and uploading timely document, keeping rosters current.
25%	Receive, format, and disseminate monthly SCIF (S8) report to appropriate RTWCs and health and safety officers; search for, print, and send claim information from SCIF On-Line and new WC Claims List from SAP/BIS to assign WC Specialist for SCIF Quarterly Meetings and upload to share point.
20%	Print, copy, and file general correspondence and medical reports; assist WC teams with administrative projects or workload; maintain various subject matter files for each unit; scan closed files using file naming convention to the shared drive and shared point site.
15%	Independently draft and edit correspondence for WC managers using the Department Secretarial Handbook; draft and edit documents and meeting notes; schedule meetings and assist with maintenance of Outlook calendars; maintain and distribute assignment rosters.
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 time sheets by the due date. Performs other job-related duties, as required.

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, nonemployees, 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