

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

POSITION DUTY STATEMENT

☐ PROPOSED

☒ CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM California State Prison, Sacramento		POSITION NUMBER (Agency-Unit-Class-Serial) 284-223-1154-xxx		MCR / HCR 1 / D	
DIVISION / UNIT C Facility/Case Records		CLASSIFICATION TITLE Supervising Case Records Technician			
		WORKING TITLE			
		TIME BASE / TENURE FT	CBID S04	WWG 2	COI Yes ☐ No ☒
LOCATION Represa, CA 95671		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					
GENERAL STATEMENT					
Under the direct supervision of the Correctional Case Records Manager, the SCRT is the working level supervisor. This position supervises Case Records Technicians (CRT) and on occasion, other clerical staff. The SCRT is responsible for the daily clerical functions of the records office, attendance of subordinates, performance evaluations, and problem resolution. Plans for and implements necessary cross coverage during vacancies and absences. Schedule and ensure staff attend annual In-Service Training, and personally attend mandatory annual classes.					
% 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%	Supervise CRT staff and provide on-going training with Strategic Offender Management System (SOMS) and Electronic Records Management System (ERMS), organize and direct work of subordinate staff. Maintain supervisory files of subordinate staff. Complete probationary reports and annual performance reports.				
25%	Provide and ensure compliance with cross-training schedule. Follow disciplinary guidelines when necessary.				
20%	Perform the full range of supervisory duties including interviewing and selecting staff; evaluating training needs and performance; assigning work; representing the unit in management staff meetings.				
5%	Collecting, compiling, and summarizing data in report form regarding activities in the unit supervised; assisting in the development of workload projections and budgetary resources; reviewing, evaluating, and recommending operating procedures to reflect changes resulting from legislation or other factors.				

5%	Act as liaison for Records in dealing with the public, other state agencies and departments, District Attorney, Sheriffs Office, Police Department, and probation department regarding Records issues. Participate as a member of a task force or work group evaluating business operations or procedures; and personally perform the more difficult work. Other duties as required.
5%	Attend a combination of 40 hours In-Service Training/On-the-Job Training annually. 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, 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:

- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR AND RECEIVED A COPY OF THIS DUTY STATEMENT.*

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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SUPERVISOR'S STATEMENT:

- *I CERTIFY THIS DUTY STATEMENT REFLECTS CURRENT AND AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION*
- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE A COPY OF THIS DUTY STATEMENT.*

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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NON-ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING: None noted.

SUPERVISORY RESPONSIBILITIES: Supervises up to 6 Case Records Technicians.

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: In the California state service, one year of experience performing the duties of a Case Records Technician, Range B. Or II: Three years of clerical experience performing duties in the processing and maintaining of office records. (Experience in the California state service applied toward this requirement must include one year in a class with a level of responsibility not less than a Case Records Technician, Range B.). And: Education: Either equivalent to completion of the 12th grade or completion of a business school curriculum.

KNOWLEDGE OF: Modern office supplies, equipment, and procedures; the Department's purpose, organization, activities, and automated systems; rules, regulations, general organization, and procedures of the California Department of Corrections and Rehabilitation; the Equal Employment Opportunity Program; a supervisor's role in planning, organizing, and directing the work of subordinate staff; and the principles and practices of budgeting and personnel management.

ABILITY TO: Interpret written and numerical data; use personal computer/microcomputer systems and software applications in the performance of technical work; accurately enter data into a computerized database; learn and understand a broad range of technical data and apply it to individual cases; perform technical tasks in the correctional case record keeping process; file case records files and maintain a filing system; apply laws, rules, and regulations; interpret and use reference material; follow instructions; use tact and good judgment in dealing with fellow employees, the public, and other governmental entities; and operate office machines. Independently apply appropriate sections of the laws, rules, regulations, departmental policies, and procedures to specific situations; write clear and

comprehensive reports and communicate effectively and tactfully with internal and external contacts at all levels; analyze situations accurately and adopt an effective course of action; train new employees and effectively supervise subordinate staff; and contribute effectively to the Department's Equal Employment Opportunity Program.

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; make clear and comprehensive reports and keep difficult records; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling, and communicate effectively.

MATHEMATICAL SKILLS: Ability to perform mathematical computations, add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

CERTIFICATES, LICENSES, REGISTRATIONS: None.

OTHER SKILLS AND ABILITIES: Willingness to work in a variety of correctional or parole settings; capacity for assuming progressively greater responsibility; tact; read or view potentially graphic or discomforting information; and work long and unusual hours based on operational needs. Ability to operate equipment required in the performance of the journey level duties of the specialty for which application is made.

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 on-the-job time spent in physical activities:

Constantly: Involves 2/3 or more of a workday
Frequently: Involves 1/3 to 2/3 of workday
Occasionally: Involves 1/3 or less of workday
N/A: Activity or condition is not applicable

Standing: Frequently - stands while assisting at photocopier, or while talking to other employees.

Walking: Frequently – to work areas of subordinates, other offices, or to discuss high priority projects with other employees.

Sitting: Frequently - sits while typing, entering data into the computer, talking on the phone, or performing various paperwork duties. Sitting is intermittent with walking and standing.

Lifting: Occasionally - may lift files, binders or box of files weighing up to 25 pounds.

Carrying: Occasionally - carries the above noted items to various areas within the office weighing up to 25 pounds.

Bending/Stooping: Frequently - bends/Stoops over the desk to use the calculator, to perform paperwork duties, or file documents. Slight bending at the waist and neck occurs on a frequent basis throughout the day

Reaching in Front of Body: Frequently to Constantly - reaches when typing and performing general clerical tasks or utilizing the computer.

Reaching Overhead: Occasionally - reaches overhead to retrieve supplies from the top shelf of the supply room or file cabinet.

Climbing: Occasionally - Climbs when using the step stool to reach files or forms and steps throughout the institution during performance of regular work responsibilities.

Balancing: Occasionally - balances when using step stool to retrieve items from overhead shelves or tall cabinets.

Pushing/Pulling: Frequently - pushes and pulls on desk drawers or file cabinets

Crouching/Kneeling: Occasionally - may crouch or kneel when accessing office supplies from lower shelves.

Crawling: N/A

Fine Finger Dexterity: Constantly - uses fingers during the day while keyboarding, writing, as well as handling binders, file folders, telephone, forms, and paperwork.

Hand/Wrist Movement: Constantly - performs duties including operating a calculator, computer, typewriter, telephone, fax machine, pulling and refilling of Central Files, and sorting paperwork.

Hearing/Speech: Hearing enables use of the telephone and effective communication. Speech is useful in the training of new employees, during telephone conversations, and talking with personnel.

Sight: Necessary for computer work, issuing reports, and viewing Electronic C-File.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. All office areas have florescent lighting, and thermostatically controlled, with linoleum covered flooring.

MACHINES, TOOLS, EQUIPMENT, AND WORK-AIDS: Personal computer, typewriter, calculator, telephone, Dictaphone, Fax machine, photocopier, paper cutter, paper shredder, and hole punch.

COMMENTS: Work hours are flexible, but usually 0830-1630, 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.