

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services		POSITION NUMBER (Agency – Unit – Class – Serial)				
UNIT NAME AND CITY LOCATED Regional Human Resources Office – Central		CLASSIFICATION TITLE Personnel Technician I				
		WORKING TITLE				
		COI Yes ☐ No ☐	WORK WEEK GROUP	CBID	TENURE	TIME BASE
SCHEDULE (Telework may be available): ____ AM to ____ PM. (Approximate only for FLSA exempt classifications)		SPECIFIC LOCATION ASSIGNED TO				
INCUMBENT (If known)		EFFECTIVE DATE				
California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (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. Across our organization, our programs work cooperatively to provide the highest level of health care possible to a diverse correctional population. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of the CDCR and CCHCS mission.						
PRIMARY DOMAIN:						
Under the supervision of the Supervisor I, RHRO - Central, Certification Unit, CCHCS, the incumbent has the responsibility for the administration/completion of the less complex examinations and assists the Certification Unit Analyst in administration/completion of the examination process. Independently interprets and applies a wide variety of Personnel laws, rules, policies, and processes in the performance of the various examination functions.						
% 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. <i>(Use addition sheet if necessary)</i>					
	ESSENTIAL FUNCTIONS					
35%	Posts job postings for Regional CCHCS vacancies. Initiates and completes certification process (includes requesting, canvassing, contacting, coding, keying). Interprets and applies a wide variety of Personnel laws, rules, policies and processes in the performance of examination and certification functions. Answers questions and explains the Examination and Certification Online System (ECOS) procedures to CCHCS staff and candidates. Collaborates with CCHCS Selections Services staff to resolve technical exam and certification problems. Provides information to candidates regarding list eligibility and the certification process. Completes changes to the on-line system as requested by candidates for address changes or activity changes (time base, locations, status etc.) as requested.					

35%	Provides technical guidance and assistance with the ECOS to institutional medical management staff and CCHCS institution liaison. Researches and provides technical information and clarification on laws and rules relative to the examination and certification process. Assists in resolving exam, certification, and on-line system problems.
20%	Assist in the administration/completion of examinations. Analyze applicants' experience and education from State Application (Std. 678) and Resume and/or Statement of Qualifications and the filing requirements using the appropriate classification specifications and the Selection Manual guidelines. When applicable, contacts candidate for additional information or clarification of experience and education. Provides information to examining candidates regarding the entrance requirements for testing. Utilizes resource materials such as the Selection Manual, SPB and CalHR Laws and Rules. Proctors examinations and chairs qualifications appraisal panels. Plans and coordinates administration of Typing Tests in the RHRO. Performs examination receptionist duties and may assist with mail pick up.
10%	Creates, maintains and closes the certification and interview files (organize, code, purge, integrate and store cert and interview documents) to maintain certification files utilizing SPB Laws, Rules and retention schedule. Provide support to the RHRO Certification Unit and field liaison, screen incoming calls and refer analytical questions to the appropriate analyst; sort and file incoming applications, mail various correspondence, etc. Performs reconciliation of error reports; audits system processes. Identifies work flow problems affecting certification services. Travel may be required to institutions and hiring events to provide assistance. Performs other duties as required.
	KNOWLEDGE AND ABILITIES <i>Knowledge of:</i> Grammar, spelling, punctuation, and modern English usage. <i>Ability to:</i> Interpret written material; edit written material; write effectively; analyze written and numerical data accurately, and follow oral and written instructions; clear and concise expression and oral presentations, written reports and correspondence. DESIRABLE QUALIFICATIONS <i>SPECIAL PERSONAL CHARACTERISTICS:</i> Accuracy and thoroughness in performance of tasks and ability to work in harmony with others in both professional and clerical occupational groups. <i>INTERPERSONAL SKILLS:</i> Working independently in a team setting. A demonstrated ability to gain and maintain cooperative relations with those contacted during the course of work. <i>ADDITIONAL DESIRABLE QUALIFICATION:</i> Education equivalent to completion of the twelfth grade preferably with emphasis on courses in English composition and journalism. SPECIAL REQUIREMENTS OR CONTINUING EDUCATION REQUIREMENT - CCHCS does not recognize hostages for bargaining purposes. CCHCS and CDCR have a "NO HOSTAGE" policy and all incarcerated patients, visitors, nonemployees, and employees shall be made aware of this. SPECIAL PHYSICAL CHARACTERISTICS - Persons appointed to this position must be reasonably expected to exert up to 10 lbs. of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Involves sitting most of the time, but may involve walking or standing for brief periods of time.

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. • 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.		
SUPERVISOR'S STATEMENT: <i>I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE</i>		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: <i>I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT</i>		
The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.		
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE