

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

POSITION DUTY STATEMENT

☐ PROPOSED

☐ CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM High Desert State Prison		POSITION NUMBER (Agency-Unit-Class-Serial) 934-210-1139-828		MCR / HCR 1 / D	
DIVISION / UNIT Business Services Division		CLASSIFICATION TITLE Office Technician (T)			
		WORKING TITLE Office Technician (T)			
		TIME BASE / TENURE P/FT	CBID R04	WWG 2	COI Yes ☐ No ☐
LOCATION Administration Building		INCUMBENT		EFFECTIVE DATE	
CDCR'S MISSION and VISION					
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 the Business Services Division.					
GENERAL STATEMENT					
Under the direction of the Correctional Administrator, DOC (AWBS), the Office Technician (T) performs detailed assignments with a high degree of initiative, independence, and originality in performing assigned tasks. Completes routine office details; maintains confidential and administrative files; attends meetings takes/or summarizes notes into minutes and distributes as necessary; and arranges correspondence in order of priority with appropriate background material attached for reference. Screens all incoming correspondence and routes correspondence to the appropriate staff while ensuring adequate follow-up and deadlines are met. Responds and coordinates all information requests; maintains EEO case files; schedules EEO intakes; and generates and ensures appropriate paperwork is completed. Oversee the sick leave audits. Conducts informal training to various High Desert State Prison Staff.					
% 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%		Operates a personnel computer utilizing various approved software programs to write letters, procedures and other documents as required. Types a variety of sensitive, confidential reports and correspondence directed to control agencies, departmental personnel, and private individuals involved in the operation of the institution. Assists Business Services departments and ensures all memos and documentation submitted by Business Services and/or departments is in appropriate format. Creates forms, charts, tables, and spreadsheets; and may format internal forms for Business Services use. Responsible for tracking and issuing all correspondence between next of kin, funeral home and HDSP departments. Responsible for tracking all incarcerated individual death related invoices and screening each invoice before approval. Responsible for responding and coordinating all information requests submitted by outside agencies, such as EEOC, CRO, SPB, etc. Schedules all EEO intakes and interviews; generates and ensures the appropriate paperwork is completed; maintains EEO case files and log; ensures all EEO policies and procedures are met.			

35%	Maintains office and computer filing systems; may operate departmental data systems; tracks and makes available appropriate business services resource material; schedules meetings and uses "TIC" systems to track and ensure timely completion of tasks by Business Services staff. Logs, routes, and reviews all incarcerated individual grievances and staff complaints and ensure appropriate deadlines are met. Reviews, revises and routes DOMs and OPs through Business Services supervisors as well as other supervisors. Collects incarcerated grievances Mon – Fri excluding holidays for the firehouse incarcerated grievance lockbox upon collection shall sign Firehouse logbook to include time, printed name, signature, and number of items collected.
10%	Screens and refers telephone calls and/or visitors to appropriate staff, research requested information and returns telephone calls. Main contact person when Information Systems staff is unreachable. Provides employees with assistance in submitting remedy tickets and generates remedy tickets for employees if they have no computer access. Updates institution phone book semiannually. Maintains appointment calendars to avoid conflicts in schedules. Tracks and issue meal tickets for Business Services personnel and department heads as applicable. . Provides relocation information to approved employees for such. Review the accuracy of employee timecards, ensures timecards are submitted on time, and forwards completed timecards to Personnel. Signs CDC 648 Report of Separation for employees leaving HDSP. Forwards employee's information to SISA Supervisor and Institution Budget Analyst.
10%	Attends meetings, types meeting minutes and distributes meeting minutes to appropriate staff. Establish and maintain confidential and administrative files and follow security requirements. Maintains and updates confidential DOM and OP binders. Maintains office supplies and orders supplies as needed. Responsible for maintaining and purging files in accordance with record retention policies and procedures. Prepares and submits Compstat numbers for EEO and sick leave. Tracks incarcerated individual sexual misconduct incidents.
5%	Reviews, sorts, and routes all incoming mail; including confidential mail, and prepares outgoing mail for pick-up. Provides clerical support to Peer Support Program by preparing applicants files for screening and completing acceptance memos. Responsible for maintaining Pull Notice Contract and ensuring the Pull Notice list is up to date. Tracks Meal Sample Reports. Ensures all Business Services department and staff complete and submit mandatory In-Service Training (IST). Attend IST block training and on the job training of 40 hours annually. Completes mandatory modules and annual TB testing. Assists with the Return-to-Work Office Technicians duties as needed. Other duties as assigned within scope of specifications.
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.

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 prison incarcerated individuals, 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 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 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

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