DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services	POSITION NUMBER (Agency – Unit – Class – Serial)				
UNIT NAME AND CITY LOCATED Medical Services	CLASSIFICATION TITLE Office Technician (Typing)				
	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)/California Correctional Health Care Services (CCHCS) values all team members. We work cooperatively to provide the highest level of health care possible to a diverse correctional population, which includes medical, dental, nursing, mental health, and pharmacy. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of the CDCR/CCHCS mission.

PRIMARY DOMAIN:

Under the supervision of the Chief Medical Executive and/or the Chief Physician and Surgeon, the Office Technician (Typing) is responsible for independently performing a wide variety of administrative clerical support duties that require general knowledge of Department regulations and policies and an understanding of department-wide office practices and procedures. The Office Technician (Typing) must possess the ability to communicate effectively and exercise good judgment.

% 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. *(Use addition sheet if necessary)*
	ESSENTIAL FUNCTIONS
45%	Types, edits, tracks, distributes, and files medical and general memorandums and documents, including confidential correspondence, confidential medical reports, investigations, and other sensitive reports. Creates and maintains spreadsheets, charts, and medical subject files, and other types of written communications; answers telephone calls, takes and delivers messages, and responds to internal requests for information; processes and distributes mail; operates a variety of office machines and equipment. Screens calls and visitors, answers general questions from the public, and routes phone calls and information requests to the appropriate staff. Schedules meetings, reserves conference rooms, takes meeting minutes, makes travel arrangements, and maintains on-going office filing systems. Ensures that confidential files and sensitive materials are kept secure and that proper procedures are followed when the files are used. Gathers needed information to identify priorities and make sound decisions; initiates and takes appropriate actions and supports the overall mission and immediate goals of the institution to provide for better delivery of program services.
25%	Independently composes general correspondence, reports, meeting agendas, and other types of office communications. Develops and maintains tracking systems to meet the needs of the office; monitors and tracks office assignments, requests for information, and other types of logged documents, such as controlled correspondence and monthly reports; schedules and processes training requests, coordinates training materials, and maintains office training records. Develops, organizes, and maintains office correspondence files and ensures office manuals and records are

	available, and up to date.
15%	Serves in the pool of administrative staff resources to enhance institution work efficiencies and staff cross-training.
10%	Prepares, processes, and assists others in completing office forms and following Department procedures for attendance, training, travel advances, travel claims, supply orders, timesheets, absence requests, and other related administrative Department forms. Checks office machines and equipment to make sure they are in working order and schedules maintenance as necessary; assists others in the operating office machines and equipment.
5%	Performs other duties as required.
	KNOWLEDGE AND ABILITIES *Knowledge of:* Modern office methods, supplies, and equipment; business English and correspondence; and principles of effective training. *Ability to:* Perform difficult clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules, and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar, and spelling; communicate effectively; provide functional guidance **SPECIAL REQUIREMENT** *Ability to:* Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material. **ADDITIONAL DESIRABLE QUALIFICATION** Education equivalent to completion of the twelfth grade. Demonstrate proficiency in Microsoft Office Suite; optional: Visio, Project, Access, and various clinical applications. **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 have and maintain sufficient strength, agility, and endurance to perform during stressful (physical, mental, and emotional) situations encountered on the job without compromising their health and well-being or that of their fellow employees or that of the incarcerated. **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 HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE

EMPLOYEE'S STATEMENT: ***I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT***		
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