CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

POSITION DUTY STATEMENT - General

[X] PROPOSED

[ ] CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM	POSITION NUMBER (Agency-Unit-Class-Serial)			MCR / HCR
CDCR Salinas Valley State Prison	936-223-1155-XXX			
DIVISION / UNIT	CLASSIFICATION TITLE			
	Case Record Technician			
	WORKING TITLE			
Central Services / Inmate Records	Case Record Technician			
	TIME BASE / TENURE	CBID	WWG	COI
	LFT	R04	2	Yes ☐ No ☒
LOCATION	INCUMBENT		EFFECTIVE DATE	
Soledad, CA				

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 close supervision of the Supervising Case Records Technician (SCRT), the CRT performs varied duties of complexity and difficulty, relating to processing, maintaining and controlling incarcerated person and parolee records. The CRT must cross train and cover various desks.

GENERAL STATEMENT

Act as a departmental liaison on Case Records related issues, involving detailed, sensitive, and extensive interaction with State, City, County, private sector, law enforcement and other agencies. Duties involve intake, transfer, parole, and discharge processes, while staying in compliance with State laws, rules, regulations, and departmental policies meeting statutory requirements.

% 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 %	Access incarcerated persons, parolee, and discharged offender Central Files (C-File) and maintain integrity, accuracy, and uniformity of Central Files (C-Files) through the Electronic Records Management System (ERMS) and the Strategic Offender Management System (SOMS) database system. Follow C-File security and confidential procedures and policies. Ensure accurate data entry. Prepare and review offender or parolee files. Recognize, sort and scan a multitude of documents according to Departmental policy and timeframes. Identify documents that need immediate action prior to scanning in the C-File. Ensure proper placement of scanned documents in the C-File. Identify, evaluate, interpret, type, copy, track, distribute, and or prepare a multitude of documents, actions, and/or dispositions including but not limited to departmental forms/ reports: legal documents from courts or law enforcement; other state, federal or local agency documents and forms. Maintain Board of Parole Hearings actions and reports in database for incarcerated persons or parolee file.
35 %	Access, evaluate, enter, update, retrieve, and maintain accurate data and create or print reports for various Case Records processes utilizing ERMS, SOMS, Automated Transfer System, Business Information System, California Law Enforcement Telecommunications System, and other applicable systems. Type a variety of forms, documents, reports, letters, correspondence and discharge documentation. Cross train on various desks and assist in the coverage of all CRT areas.
15 %	Coordinate and interact in person, and/or via telephone, facsimile, or written communication with a multitude of people, including but not limited to staff at all levels of the institution including contracted staff, as well as state and local law enforcement agencies, incarcerated person family members, victims and or next of kin, courts, attorneys, Attorney General's Office, U.S. Immigration and Customs Enforcement, Department of Justice, Federal Bureau of Prisons, CDCR Headquarters and field staff including Division of Adult Parole Operations, Board of Parole Hearings and Juvenile Justice. Responsible to perform tasks associated with one or more functional areas of average to complex; lifer hearing calendars and schedules; parole revocation process and IP transfers; disciplinary actions; Intake; Pre-Release; Parole and/or discharge; Pre-registration, Registrations and Release Date Notifications; Holds, Warrants, and Detainers including Extradition; Out to court processing and follow-up. Cross train on various desk and assist in the coverage of all CRT areas.
10 %	Provide training to other Departmental staff on ERMS scanning and other training as it relates to Case Records functions or as required. Collect, review, distribute and process mail. Provide back-up to other CRT functions. Research, gather, and assemble information for daily, weekly, monthly, quarterly, or yearly reports and special projects.
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 incarcerated people, visitors, non-employees, and employees shall be made aware of this.

CONSEQUENCE OF ERROR

- Example: 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