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
Board of Parole Hearings	065-158-1139-132, 133, 138			1
DIVISION / UNIT	CLASSIFICATION TITLE			
	Office Technician (Typing)			
	WORKING TITLE			
Program Operations/ Scheduling Unit	**Office Technician - Triage Desk**			
	TIME BASE / TENURE	CBID	WWG	COI
	FT/PERM	R04	2	Yes ☐ No ☒
LOCATION	INCUMBENT		EFFECTIVE DATE	
1515 K Street Sacramento, 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

The California Department of Corrections and Rehabilitation (CDCR) and the California Correctional Health Care System (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

The Board of Parole Hearings (BPH) maintains a high-performing parole hearings system to protect and preserve public safety through the exercise of its statutory authorities and policies, while ensuring due process to all incarcerated persons who come under the jurisdiction of the BPH.

GENERAL STATEMENT

Under the general direction of the Supervisor I, the Office Technician (Typing) (OT) performs work tasks related to the Board of Parole Hearings (Board) scheduling and processing of documentation for inmates with parole proceedings and nonviolent reviews, while ensuring compliance with regulatory requirements. Applicants must have strong communication and

interpersonal skills. They must also be extremely detailed-oriented, flexible, and self-starting. The OT must be able to work semi- independently, meet strict deadlines, follow directions, and cope with a regularly shifting workload and/or technology changes/upgrades. The OT must have the ability to process and view crime scene photos and to review and maintain confidentiality of records. The OT must tactfully and effectively deal with all levels of staff and maintain effective business communication skills by email and by telephone. The OT must be comfortable with learning and utilizing a variety of computer programs and office equipment including but not limited to: Electronic Records Management System (ERMS), Strategic Offender Management System (SOMS), Board information Technology System (BITS), Microsoft Teams, Word, Excel, Adobe Pro and Outlook; microfiche machine, scanner, copier, shred machine, postage meters, and/or mailroom equipment. The OT may be required to provide general clerical support to managers in Program Operations. The OT position allows telework but may be required to work from the office routinely based on specific task assignment.

% 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%	Daily, review, respond, and route email correspondence received in the general Scheduling Unit email inbox to the correct unit/team for processing. Review document submissions from various stakeholders for parole suitability hearings daily and ensure the correct staff are notified for processing.
20%	Enter attendance responses to hearing notifications from Incarcerated Person's Attorney, District Attorney (DA) offices, and interested parties. Create and distribute weekly video-conference hearing invites through Outlook to DA offices, victims, victim's next of kin, interpreters and approved observers.
15%	Daily, pursuant to Penal Codes 3042 and 3043 the OT generates Suitability Hearing notices, Nonviolent Review (NV) notices, Petition to Advance (PTA) notices, and Administrative Review (AR) notices. The OT reviews information for the purpose of notification, using Boards Information Technology System (BITS), Strategic Offender Management System (SOMS), and Electronic Records Management System (ERMS).
15%	Process and extract electronic incarcerated persons files from SOMS, ERMS and BITS. Create folders and assign permissions in file share system. Revise folders and permissions in file share system.
5%	Prepare reports, as scheduled or needed; respond to electronic mail (email), in-person, telephone and other inquiries, as needed; assist with the creation or updating of procedures; respond in writing to a variety of incoming correspondence or other written inquiries, maintain tracking of daily activities and due dates in order to prepare for the following work day, prioritize work; inform SSM I of problems, concerns, or other needs for assistance impacting the ability to get work done timely.
5%	Support/coverage for staff, as needed, and attend to special assignments and/or projects which are outside the scope of the assigned desk duties. This may include serving as a lead, training new staff, assisting with mail, and general support for management within the Program Operations. Assist with historical file review, file renaming, historical scanning and other projects. Serve as a back-up to all scheduling OT desks or assist BPH units as needed within Program Operations May also be asked to assist with Monthly Executive Board meetings.
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 time sheets by the due date. Prepare monthly time sheets, and other required documents, attend trainings and meetings, and perform other miscellaneous duties not discussed above.

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

- 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

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
Board of Parole Hearings	065-158-1139-128, 135			1y
DIVISION / UNIT	CLASSIFICATION TITLE			
	Office Technician (typing)			
	WORKING TITLE			
Program Operations / Scheduling Unit	Office Technician – Attorney / Observer/ Interpreter Desk			
	TIME BASE / TENURE	CBID	WWG	COI
	FT/PERM	R04	2	Yes ☐ No ☐
LOCATION	INCUMBENT		EFFECTIVE DATE	
1515 K Street Sacramento, CA				

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% 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%	Prepare documents to hire attorneys to represent incarcerated people at parole hearings, maintain the rankings (e.g. active, on standby, etc.) of attorneys available for work and approved for work, process voluntary suspensions, and respond to attorney inquiries regarding the Panel Attorney Program. Validate Panel Attorneys meet minimum qualifications based upon requirements contained in the Panel Attorney Program Guide. On a monthly basis, ensuring attorneys have met the annual Tuberculosis (TB) testing requirements, proof of active good standing with the California State Bar, and proof of malpractice insurance. Also assist with the preparations for the annual Attorney Panel Program Orientation, and the Statewide Gate Clearance including amendments.
35%	Work with institutions, contracted vendors and others to secure interpreter services for parole hearings, hire interpreters, work with institution staff on the on the gate clearance process, and work with hearing panels and analysts to resolve scheduling concerns. Maintain interpreter hiring log and send a monthly report of interpreters hired for the month.
10%	Prepare for executive review observer request packages, communicate with institutions (for the gate clearance process), and with those asking to observe parole hearings. Stakeholders in this process will include victim and/or incarcerated person advocates, private and state attorneys, District Attorneys, volunteer organizations, and others. Respond to telephone and email inquiries regarding the observer request process, follow-up with those involved in the observer approval process, communicate effectively verbally and in writing with BPH staff, observers, and/or institution staff, as problems or concerns arise.
10%	Prepare reports, as scheduled or needed; respond to electronic mail (email), in-person, telephone and other inquiries, as needed; assist with the creation or updating of procedures; respond in writing to a variety of incoming correspondence or other written inquiries, maintain tracking of daily activities and due dates in order to prepare for the following work day, prioritize work; inform SSM I of problems, concerns, or other needs for assistance impacting the ability to get work done timely.
5%	Support/coverage for staff, as needed, and attend to special assignments and/or projects which are outside the scope of the assigned desk duties. This may include serving as a lead, training new staff, assisting with mail, and general support for management within Program Operations. Assist with historical file review, file renaming, historical scanning and other projects. Serve as a back-up to all scheduling OT desks or assist BPH units as needed within Program Operations May also be asked to assist with Monthly Executive Board meetings.
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 time sheets by the due date. Prepare monthly time sheets, and other required documents, attend trainings and meetings, and perform other miscellaneous duties not discussed above.

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

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EMPLOYEE'S STATEMENT:

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SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

☐ PROPOSED

POSITION DUTY STATEMENT - General

☐ CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM	POSITION NUMBER (Agency-Unit-Class-Serial)			MCR / HCR
Board of Parole Hearings (BPH)	065-158-1139-078, 131, 140			1
DIVISION / UNIT	CLASSIFICATION TITLE			
	Office Technician (Typing)			
	WORKING TITLE			
Program Operations / Scheduling Unit	Office Technician – Scheduling Support Desk			
	TIME BASE / TENURE	CBID	WWG	COI
	FT/PERM	R04	2	Yes ☐ No ☒
LOCATION	INCUMBENT		EFFECTIVE DATE	
1515 K Street, Sacramento, CA 95814				

CDCR'S MISSION, VISION and COMMITMENT

Mission

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% 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%	Extract and process electronic files for eligible parole candidates using the Strategic Offender Management System (SOMS), Electronic Records Management System (ERMS), and Board Information Technology System (BITS). Create complete hearing packets (C-File, SOMS, master, and 10-day hearing packets) for all scheduled parole hearings and upload completed packets into the file-share system.
20%	Create, revise, and maintain folders and permissions within the file-share system in response to hearing calendar changes and operational needs.
20%	Pursuant to Penal Codes 3042 and 3043, generate daily notices including Suitability Hearing notices, Nonviolent Review (NV) notices, Petition to Advance (PTA) notices, and Administrative Review (AR) notices. Review SOMS, ERMS, and BITS data to ensure accuracy of notifications. Prepare notices for mailing via USPS, confirm electronic notices were delivered by BITS, and verify proof-of-service. Review notice alerts and undelivered electronic notices. Scan and process returned notices and notify appropriate stakeholders. Update contact information and ensure proper entry into BITS.
10%	Prepare reports and respond to inquiries (email, in-person, telephone, and written correspondence). Assist with the creation or updating of procedures. Track daily activities and due dates to plan upcoming work and establish priorities. Notify the Supervisor of issues, concerns, or areas requiring assistance that may impact timely completion of duties.
10%	Provide support and coverage for staff as needed and complete special assignments or projects outside normal desk duties. This may include leading or training new staff, assisting with mail processing, providing operational support to management, conducting historical file reviews, renaming files, scanning historical documents, and completing other assigned projects.
5%	Perform administrative responsibilities including adhering to departmental policies and procedures, submitting leave, travel, and training requests in a timely manner, accurately reporting time, preparing and submitting required monthly timesheets and documents, attending training and meetings, and performing miscellaneous duties as assigned.

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.
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EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE

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SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE

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
Board of Parole Hearings	065-158-1139-006, 007, 010, 015, 079, 130, 134, 144			1
DIVISION / UNIT	CLASSIFICATION TITLE			
	Office Technician (Typing)			
	WORKING TITLE			
Program Operations/ Scheduling Unit	Office Technician - Transcripts			
	TIME BASE / TENURE	CBID	WWG	COI
	FT/PERM	R04	2	Yes ☐ No ☒
LOCATION	INCUMBENT		EFFECTIVE DATE	
1515 K Street Sacramento, CA				

CDCR'S MISSION, VISION and COMMITMENT

Mission

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% 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%	Independently processes suitability transcripts. Compare transcripts produced against hearing reports to verify all audio recordings were appropriately transcribed. Prepares and distributes transcripts for mailing to public, incarcerated persons (via Institutional Records Offices), attorneys, BPH, and others. Responds to and/or fulfills transcript requests received from public and various stakeholders.
35%	Proofreads hearing transcripts to ensure elements of hearing record were appropriately transcribed. Prepares transcripts for decision review. Confirms audio files are received and processed in preparation of transcription; may redact audio files to maintain confidentiality. Provides basic training and/or assistance for BPH staff on how to record hearings.
10%	Assists with daily distribution of transcript review work, ensures electronic transcripts are properly stored for permanent retention pursuant to Penal Code section 3042(b) and for future research of transcripts, and stores audio recordings in compliance with the record retention schedule. Participates in validation or testing of new programs for the transcript desk processes as needed.
10%	Prepare reports as scheduled or needed; respond to electronic mail (email), in-person, telephone and other inquiries, as needed. Assists with the creation or updating of procedures. Responds in writing to a variety of incoming correspondence or other written inquiries. Maintains tracking of daily activities and due dates to prepare for the following workday, prioritizes work. Inform Supervisor(s) of problems, concerns, or other needs for assistance impacting the ability to get work done timely.
5%	Supports and/or acts as coverage for staff, as needed, and attends to special assignments and/or projects which are outside the scope of the assigned desk duties which may include serving as a project leader, training new staff, assisting with mail, general support for management within the Program Operations, backing-up other scheduling OT desks. Assists with historical file review, file renaming, historical scanning and other projects. Assists BPH units as needed within Program Operations. May also be asked to assist with Monthly Executive Board meetings.
5%	Performs administrative duties including but not limited to; adheres to Department policies, rules and procedures; submits administrative requests including leave, travel, and training in a timely and appropriate manner; accurately reports time and submits time sheets by the due date. Prepares time sheets and other required documents, attends training and meetings, and performs other miscellaneous duties not discussed above.

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CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

POSITION DUTY STATEMENT - General

[X] PROPOSED

[ ] CURRENT

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Board of Parole Hearings (BPH)	065-158-1139-017			1
DIVISION / UNIT	CLASSIFICATION TITLE			
	Office Technician (Typing)			
	WORKING TITLE			
Program Operations/ Scheduling Unit	Office Technician - Forensic Assessment Division (FAD) Desk			
	TIME BASE / TENURE	CBID	WWG	COI
	FT/PERM	R04	2	Yes ☐ No ☒
LOCATION	INCUMBENT		EFFECTIVE DATE	
1515 K Street Sacramento, CA				

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Commitment

The California Department of Corrections and Rehabilitation (CDCR) and the California Correctional Health Care System (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

The Board of Parole Hearings (BPH) maintains a high-performing parole hearings system to protect and preserve public safety through the exercise of its statutory authorities and policies, while ensuring due process to all incarcerated persons who come under the jurisdiction of the BPH.

GENERAL STATEMENT

Under the direct supervision of the Supervisor I, the Office Technician (Typing) (OT) performs work tasks related to the Board of Parole Hearings (Board) scheduling and processing of documentation for inmates with parole proceedings and nonviolent reviews, while ensuring compliance with regulatory requirements. Applicants must have strong communication and interpersonal skills. They must also be extremely detailed-oriented, flexible, and self-starting. The OT must be able to work semi- independently, meet strict

deadlines, follow directions, and cope with a regularly shifting workload and/or technology changes/upgrades. The OT must have the ability to process and view crime scene photos and to review and maintain confidentiality of records. The OT must tactfully and effectively deal with all levels of staff and maintain effective business communication skills by email and by telephone. The OT must be comfortable with learning and utilizing a variety of computer programs and office equipment including, but not limited to: Electronic Records Management System (ERMS), Strategic Offender Management System (SOMS), Board information Technology System (BITS), Microsoft Teams, Word, Excel, Adobe Pro and Outlook; microfiche machine, scanner, copier, shred machine, postage meters, and/or mailroom equipment. The OT may be required to provide general clerical support to managers in Program Operations.

% 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%	Upload Comprehensive Risk Assessment (CRA) report into file share system. Maintain and organize FAD inbox emails including categorizing received emails. Review Cases in BITS and assign and unassign CRA for completion by the FAD Psychologists. Track preliminary numbers and update contact spreadsheet timely.
35%	Monitor alerts and due dates to ensure receipt of risk assessments are completed and reports are received in a timely manner. Identify procedural issues and recommend solutions.
10%	Prepare reports, as scheduled or needed; respond to electronic mail (email), in-person, telephone and other inquiries, as needed; assist with the creation or updating of procedures; respond in writing to a variety of incoming correspondence or other written inquiries, maintain tracking of daily activities and due dates in order to prepare for the following work day, prioritize work; inform SSM I of problems, concerns, or other needs for assistance impacting the ability to get work done timely.
10%	Pursuant to Penal Codes 3042 and 3043, daily, the OT generates Suitability Hearing notices, Nonviolent Review (NV) notices, Petition to Advance (PTA) notices, and Administrative Review (AR) notices. The OT reviews information for the purpose of notification, using Boards Information Technology System (BITS), Strategic Offender Management System (SOMS), and Electronic Records Management System (ERMS), and then places the notices to be sent by USPS in the mail room for mailing and reviews to ensure electronic mail (email) was sent to appropriate stakeholders by BITS. Verify notice Proof of Service.
5%	Support/coverage for staff, as needed, and attend to special assignments and/or projects which are outside the scope of the assigned desk duties. This may include serving as a lead, training new staff, assisting with mail, and general support for management within the Program Operations. Assist with historical file review, file renaming, historical scanning and other projects. Serve as a back-up to all scheduling OT desks or assist BPH units as needed within Program Operations May also be asked to assist with Monthly Executive Board meetings.
5%	Perform administrative duties including, but not limited to adhering 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 time sheets by the due date. Prepare monthly timesheets, and other required documents, attend training and meetings, and perform other miscellaneous duties not discussed above.

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 with A COPY OF THIS DUTY STATEMENT.*

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE