CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

POSITION DUTY STATEMENT

☐ PROPOSED

☐ CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM	POSITION NUMBER (Agency-Unit-Class-Serial)			MCR / HCR
California State Prison-Corcoran	084-218-1141-XXX			1
DIVISION / UNIT	CLASSIFICATION TITLE			
	Office Services Supervisor I (General)			
	WORKING TITLE			
California Department of Corrections and Rehabilitation Division of Adult Institutions Administration Office of Central Services	Office Services Supervisor I (OSSI-G)			
	TIME BASE / TENURE	CBID	WWG	COI
	FT/P	S04	2	Yes ☐ No ☐
LOCATION	INCUMBENT		EFFECTIVE DATE	
Mailroom				

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 general supervision of the Custody Captain and indirect supervision of the Associate Warden-Central Services, the Mailroom OSS-G interviews incarcerated individuals, answers Grievances/Appeals at the informal or first level of review. This may require the OSSI-G to go to various facilities (yards) within the institution to conduct interviews with the incarcerated people for grievance/appeal resolutions. Train new employees, supervise office assistants, light duty employees and supervise correctional staff temporarily assigned to the mailroom in clerical work and personally perform the most complex work. Duties supervised include but not limited to; typing memorandums, reports, lists, schedules, notices and statistical data; operating and training subordinates in the use of filing systems, computers, copy machines, fax machines/scanning, letter opening machines and postage metered mail machines.

GENERAL STATEMENT

This position functions as an expert resource and staff trainer who is responsible for the direct supervision and training of OA's, Light duty employees and the correctional staff temporarily assigned to various duties which may include: Mail sorting/searching, responding to Incarcerated individuals/Parolee Grievances/Appeals (CDC 602"s) at the informal/first level of review, rerouting mail, utilizing SOMS computer, identify contraband and prepare documentation relative to such.

% 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.
40%	Responsible for supervision, training and technical direction of Office Assistants, Light Duty employees and correctional staff temporarily assigned to the mailroom. Evaluate and assist staff in meeting job expectations; monitor sick leave usage, schedule vacations. Complete written/oral reports to the Custody Captain which includes interviewing of incarcerated individuals to complete a written response to Grievance/Appeal Issues at the informal/first level of review. Apply progressive discipline, as appropriate.
30%	Maintain attendance reports, overtime log and request for time off. File work injury reports as they occur and follow up as required. Prepare reports, gather data as requested by the Correctional Lieutenant and other staff as required. Monitor staffing needs.
15%	Maintain control and implement changes in policies and procedures within your area of responsibility. Other duties as delegated by the Custody Captain.
10%	**Personnel Management:** Plan, organize, direct, and evaluate the work and performance of staff. This includes, but is not limited to, the following: Comply with state and federal laws, rules, regulations, bargaining unit contracts, and policies in all personnel practices, including, but not limited to: hiring, employee development, and management. Recruit, hire, train, develop, and provide leadership to a diverse staff. Monitor, evaluate, and create written performance appraisals of staff. Counsel staff and initiate disciplinary actions, as necessary. Identify appropriate long-range plans and goals to address succession planning and knowledge transfer.
5%	Performs 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