CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

POSITION DUTY STATEMENT - General

☐ PROPOSED

☒ CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM	POSITION NUMBER (Agency-Unit-Class-Serial)			MCR / HCR
CALIFORNIA CORRECTIONAL INSTITUTION	054-228-5278-001			1/F
DIVISION / UNIT	CLASSIFICATION TITLE			
	MANAGEMENT SERVICES TECHNICIAN			
	WORKING TITLE			
ADULT INSTITUTIONS/REGION IV	Management Services Technician			
	TIME BASE / TENURE	CBID	WWG	COI
	Permanent/ Full-Time	R01	2	Yes ☐ No ☒
LOCATION	INCUMBENT			EFFECTIVE DATE
TEHACHAPI				7/1/2026

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

The Region IV mission provides safe and secure housing for maximum to minimum custody incarcerated persons, while:

1. Providing opportunities for these incarcerated persons to successfully transition to lower levels of custody, by accepting personal responsibility for their actions through behavior-based multi-level programming; and
2. Providing opportunities for rehabilitation through participation in work, vocational and academic programs, substance abuse treatment, and self-help programs.

GENERAL STATEMENT

Under supervision of the Community Resources Manager (CRM), the Management Services Technician (MST) will perform the less difficult gathering and analysis of program information associated with the Rehabilitative Achievement Credit (RAC) earning

programs, Milestone Completion Credit (MCC) earning programs, Incarcerated Activity Groups (IAGs), Self-Help Programs, Innovative Grant Recipient (IGE) programs, Self-Help Sponsors, and Volunteers. The duties require the ability to analyze written and numerical data accurately; write and communicate effectively; interpret and edit written material; and maintain professional demeanor and confidentiality as required. The MST will assist with data and tracking of incarcerated persons group activities into Strategic Offender Management System (SOMS). The MST will provide assistance and guidance to incarcerated individuals while sponsoring incarcerated persons group activities. MST work hours are primarily during third watch (afternoon/evening hours) and weekends to align with most RAC programs.

% 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.
30%	Collect, review, and analyze program related information for incarcerated persons and input Incarcerated Person Assignment activity data into tracking databases to include but not limited to Strategic Offender Management System (SOMS), SharePoint, and Excel. Place incarcerated persons on waiting lists for activities in SOMs. Analyze waitlists, recognize barriers, and make recommendations to management as appropriate. Gather information to process and issue Incarcerated Person Assignment Cards for each assigned incarcerated individual. Verify incarcerated persons complete the 52 hours of qualifying RAC activities to ensure the one-week reduction is appropriately applied within established deadlines. Assist in performing program research, collecting data and preparing summary statistical data, and other reporting purposes. Identify trends and make recommendations to management to improve the performance of programs. Support timely and effective implementation of programs by providing verification, tracking, recording, and monitoring support as needed. Perform preliminary data analysis, summarize results, and follow up for clarification and/or additional information for reporting or auditing purposes. Create reports, charts, memorandums by utilizing the data collected, reported and analyzed regarding program performance, periodic program evaluations and standards compliance reviews of the various programs.
30 %	Provide support to the Department's credit earning program opportunities. Sponsor incarcerated persons group activities within the institution grounds, such as alcohol and substance abuse prevention, anger management, victim awareness and best parenting practices. Oversee all activities within the designated area during the programs' allotted timeframes and gather daily attendance rosters; verify incarcerated person's presence; secure all activity areas when not in use; promote and inspire incarcerated persons cooperation; and verify satisfactory participation for each incarcerated individual in the program.
30%	Log into various tracking database and analyze incoming volunteer packages, review to determine action required, refer to the appropriate staff, and provide follow-up ensuring due dates are met. Compose responses to inquiries for review and approval of appropriate staff. Communicate with institution staff, headquarters staff, incarcerated people, and the public regarding program offerings.
10%	Perform any combination of general office, clerical and/or typing duties which may include, but is not limited to: preparing/editing/formatting correspondence, reports and other documents; mailing and/or document handling; filing; photocopying; using office related equipment and approved computer software in a competent manner and records management. Provide administrative support, participate in meetings, and workgroups.
MARGINAL	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.

Knowledge and Abilities:

Knowledge of: Arithmetic, spelling, grammar, punctuation, and modern English usage.
Ability to: Learn rapidly; follow directions; communicate effectively with other staff and those contacted in the work; use good work habits such as punctuality, skill, neatness and dependability; make satisfactory progress in a prescribed training program; interpret written material; edit written material; write effectively; analyze written and numerical data accurately; make clear, concise oral presentations.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING:

SUPERVISORY RESPONSIBILITIES: None.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:
One year of experience performing the duties of a Management Services Assistant. (Applicants who have completed six months of service performing the duties as specified above will be admitted to the examination, but they must complete one year of this experience before they can be eligible for appointment.)
Or II
One year of experience in the California state service performing duties at a level of responsibility equivalent to that of Office Assistant (General), Range B.
Or III
Sixty semester or 90 quarter units of college.

SPECIAL OR PERSONAL CHARACTERISTICS:

Both demonstrated interest in and aptitude for work in one of the staff services or related disciplines, and the capacity for professional development.
DESIREABLE QUALIFICATIONS
Experience and/or education applied toward Patterns I and II which has developed verbal, analytical, numerical, and/or writing skills is preferable.
LANGUAGE SKILLS: Ability to spell correctly, use good English, follow oral and written directions, read and write English at a level required for successful job performance, meet and deal tactfully with the public, prepare correspondence using a wide knowledge of vocabulary, grammar and spelling, and communicate effectively.

MATHEMATICAL SKILLS: Make arithmetical computations of medium level of difficulty; ability to add, subtract, multiply, and divide all units of measure using whole numbers, common fractions, and decimals.

REASONING ABILITY: Ability to apply common sense understanding to carry out instructions furnished in oral or written form. Ability to evaluate situations and take effective action.

CERTIFICATES, LICENSES, REGISTRATIONS: None.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The following is a definition of the on-the-job time spent in physical activities:

Constantly:	Involves 2/3 or more of a workday
Frequently:	Involves 1/2 to 2/3 of workday
Occasionally:	Involves 1/3 or less of workday
N/A:	Activity or condition is not applicable

Sitting: Frequently - when keyboarding, using the telephone, keeping logs and records, copying tapes, preparing mail and associated tasks at a desk. There is flexibility for movement on a frequent basis to break sitting with standing and walking.
Walking: Occasionally – for periods of time to file documents, make copies, send faxes, and attend to employees.
Standing: Occasionally - for periods of time to open, file or retrieve documents and to operate various equipment (i.e., copy machine and other office machines).
Lifting: Frequently – lifting items weighing a few ounces such as paper, pens staplers, and telephone receiver. Occasionally lifting of 5-10 pounds when reviewing files, couple of reams of paper or group of files are lifted. Occasionally lifting 40 pounds archive boxes.
Carrying: items listed above may be carried about 15 feet within the office area. Other distances are delivered via vehicle or hand cart.
Bending/Stooping: Occasionally to Frequently - may choose this position to reach the lower file drawers, paper stored in a box on the floor, mail located in bins, or similar items. Slight bending at the waist and neck occurs on a frequent basis throughout the day such as needed to bend over the desk to perform paperwork duties.
Reaching in Front of Body: Frequently to constantly - when keyboarding, answering telephone, handing papers to staff, filling, copying loading paper in printer or copier, opening drawers and reaching about the top of a desk, handing mail to various departments.
Reaching Overhead: Occasionally - to reach files stored on an upper shelf.
Climbing: N/A
Balancing: N/A
Push/Pulling: Frequently - to open file and desk drawers and to position the computer keyboard, moving of bins storing mail, pushing/pulling hand cart during delivery of mail.
Kneeling/Crouching: Occasionally - may choose this position to reach the lower file drawers.
Crawling: N/A
Fine Finger Dexterity: Constantly - when keyboarding, writing notes by hand, taking phone messages and flipping through paperwork.
Hand/Wrist Movement: Constantly - Keyboarding about 4-5 hours a day and up to 8 hours per day when necessary to complete reports; operating office machines, answering phones, filing, dispensing mail and working with papers an files.
Hearing/Speech: Clear speaking and hearing required to answer telephone calls and in performing duties.
Sight: Adequate vision is required to review correspondence, mail and files, as well as transcribe reports.

WORKING CONDITIONS

Operate computer, computer software/programs, typewriter, calculator, copy machine, fax machine, scanner, telecommunications devices, shredder to process documents and forms, disseminate information to other external agencies, general public and CDC staff, and ensure safety of staff and incarcerated persons.

CONDUCT, ATTENDANCE AND PERFORMANCE EXPECTATIONS

Employees are required to be alert, courteous and professional in their dealings with incarcerated persons, parolees, fellow employees, visitors and members of the public. Every employee must be in possession of their employee identification card while on duty, and produce it upon request. An employee must promptly report the loss of their ID to their supervisor immediately. Do not leave your ID at your desk. Always carry it on your person. Every employee must be in possession of a whistle. Employees are expected to arrive to work on time and have excellent attendance. Employees are expected to complete work assignments by the due date. In service training as required.

COMMENTS: The hours of work for this position are 12pm-8pm Tuesday-Saturday (Sun/Mon RDO) or 12pm-8pm Tuesday-Saturday (Fri/Sat RDO)

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