DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT	POSITION NUMBER (Agency – Unit – Class – Serial)
California Correctional Health Care Services	042-400-1139-001
UNIT NAME AND CITY LOCATED Business Services Direct Care Contracts Section – Elk Grove Specialty Network Administration Program	CLASSIFICATION TITLE Office Technician (Typing) WORKING TITLE

COI	WORK WEEK GROUP	CBID	TENURE	TIME BASE
Yes ☒ No ☐	2	R04	P	FT

SCHEDULE (Telework may be available): 8:00 AM to 5:00 PM. (Approximate only for FLSA exempt classifications)	SPECIFIC LOCATION ASSIGNED TO 8280 Longleaf Drive, Elk Grove – Headquarters
INCUMBENT (If known)	EFFECTIVE DATE

California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (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.

Across our organization, our programs work cooperatively to provide the highest level of health care possible to a diverse correctional population. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of the CDCR and CCHCS mission.

PRIMARY DOMAIN:

Under general supervision of the Supervisor I, the Office Technician (Typing) provides a variety of support services on the Specialty Network Administration Program (SNAP) within the Health Care Contracts and Claims Management Branch (HCCCMB), Direct Care Contracts Section (DCCS). The duties and responsibilities require excellent clerical and interpersonal skills as this position serves as an initial point of contact for the public, vendors, health care providers, and guests via phone, mail, e-mail, and in person. Specific amounts of overtime, travel, and institution visits may vary.

% 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
35%	Responsible for maintaining and monitoring the Outlook mailbox for the DCCS SNAP team by receiving, responding, escalating, redirecting, filing, triaging, and logging inquiries in Excel spreadsheets and SharePoint. Communicates with numerous internal/external stakeholders. Assists callers and visitors, such as vendors, employees and the public by cordially greeting, listening attentively, and personally resolving inquiries or redirecting them to the appropriate staff for resolution. Receives, tracks, triages, and processes incoming Specialty Services and Letter of Agreement (LOA) requests, while monitoring mailbox inquiries, requesting forms, communicating with team members, and ensuring all requests and resolutions are appropriately logged.

30%	Provides general clerical support including faxing, copying, word processing, and data entry. Uses a computer daily to input data on Excel spreadsheets, SharePoint lists, and composes e-mails in Outlook. Provides backup to the DCCS mailbox and helpdesk phone line by returning, and logging phone calls utilizing SharePoint.
20%	Schedules and arranges meetings by notifying participants, reserving meeting rooms, and preparing meeting handouts. Ensures that meeting rooms are set up, have the number of required chairs and equipment, attends meetings, and takes notes. Assists with preparing and distributing training materials for all staff.
10%	Provides assistance to other DCCS teams and help desks, as directed, in an effort to maintain section continuity. Participates in activities to implement new programs as needed.
5%	Performs other duties as assigned.
	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. **DESIRABLE QUALIFICATIONS** Excellent verbal and written communication skills; ability to prioritize work on multiple tasks and manage time; a willingness to learn new skills and the ability to quickly grasp new concepts. High degree of professionalism and tact, and a good working knowledge of State and departmental organization, policies, and procedures. **SPECIAL REQUIREMENTS** Ability to: Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material. **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 exert up to 20 lbs. of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Involves sitting most of the time but may involve walking or standing for brief periods of time. **SPECIAL PERSONAL CHARACTERISTICS** • A demonstrated interest in assuming increasing responsibility. • 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