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
Office of Employee Health Management	065-545-1139-xxx			1
DIVISION / UNIT	CLASSIFICATION TITLE			
	Office Technician (Typing)			
	WORKING TITLE			
Return to Work Services Section (RTWSS)	Office Technician (Typing)			
	TIME BASE / TENURE	CBID	WWG	COI
	PT/FT	R04	2	Yes ☐ No ☒
LOCATION	INCUMBENT		EFFECTIVE DATE	
9250 Laguna Springs Dr. Suite 205, Elk Grove, CA 95758				

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

This position requires the incumbent to possess a high work ethic, communicate effectively and professionally (both orally and in writing) in dealing with employees and/or the public; demonstrate excellent interpersonal skills; the ability to interpret and apply laws, regulations and departmental policy; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; adhere to all departmental policies and procedures; and have an understanding of the working conditions unique to a correctional setting.

GENERAL STATEMENT

Under the direction of the Manager II, Return to Work Services Section (RTWSS), the Office Technician (Typing) is responsible for various administrative support tasks for the Section. Successful accomplishment of program goals requires the incumbent to maintain regular attendance, communicate professionally, both orally and in writing, produce accurate work product, exercise good

judgment and collaborate successfully with other members of the assigned team(s). This position requires continuing personal interaction with various stakeholders, in person, by phone and/or email and requires the incumbent to maintain confidentiality of sensitive and personally identifiable information, including personal information contained in medical reports. Will occasionally perform Personnel Liaison (PL) backup duties, as needed. Other duties of this position include, but are not limited to, the following:

% 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.
25%	Independently prepares, drafts and edits correspondence for RTWSS and FMLA managers using the Secretary's correspondence handbook. Drafts and edits various documents and/or meeting notes for RTWSS managers, as requested. Schedules staff meetings and assists with maintenance of supervisory/managerial calendars, as requested. Answers RTWSS main phone responding to inquiries and routing calls to appropriate staff. Maintains and distributes RTWSS Rosters, as appropriate.
25%	Receives and compiles data for monthly RTWSS Temporary Separation reports, which tracks open, closed, new, and finalized cases for HQ non-industrial cases. Monitors the non-industrial mailbox and routes correspondence to appropriate staff members. Assists in updating and maintaining the RTWSS SharePoint as well as the OEHM intranet page.
15%	Prints, copies, and files general correspondence and medical reports. Assists all RTWSS teams and other professional level employees with administrative projects and/or workload, including generating reports. Maintains various subject matter files for each RTWSS team. Scans closed files to the shared drive.
15%	Following established mail handling procedures, the incumbent processes incoming and outgoing mail, picks up, opens, date stamps mail, identifies, scans, tracks and routes mail received from all sources and directs mail to the assigned OEHM team and others, both at Headquarters (HQ) and in the field, as appropriate. Travelling to other facilities to receive and/or deliver mail and assisting with payroll pick up and distribution of pay warrants.
10%	Maintains stock and prepares orders for general office supplies in support of OEHM staff.
10%	Complete a minimum of 40 hours of in-service training annually, provide on-the-job training as necessary, submit supply requests, and perform other duties as assigned. 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, nonemployees, and employees shall be made aware of this.
- This position requires the incumbent to maintain strict confidentiality and adhere to the CDCR Code of Conduct.
- Occasional local and overnight travel required to departmental work locations as necessary.

CONSEQUENCE OF ERROR

- Consequences of error may could cause significant delays in defending a workers' compensation claim and/or delay in delivering a benefit due to the injured worker. Such delays can result in negative financial impacts to the department such as penalties and sanctions incurred at the Worker's Compensation Appeals Board.

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**