Under the general direction of the Senior Special Agent, the Office Technician, Typing (OT) must demonstrate initiative, independence and resourcefulness in completing the more difficult and complex duties assigned to the position. Specific duties include:

40% Provides clerical support to the Special Service Unit. Transcribes dictation, typing all correspondence, including confidential informational, investigative, polygraph, debrief, and closure reports; edits the reports for proper grammar, punctuation, and format. Responsible for composing, editing, and sending correspondence to other law enforcement agencies on inquiries pertaining to the California Department of Corrections and Rehabilitation (CDCR), including sensitive/confidential gang/security threat group (STG) intelligence information. Additionally, operates the office’s CLETS terminal for search and retrieval of rap sheets and records, as well as other computers for possible outstanding gang/STG-related crimes. Operates OBIS terminal to obtain information of CDCR inmates or parolees, such as movement history, current location, and commitment data. Operates a desktop computer.

30% Responsible for daily telephone contact with local, state, and federal law enforcement agencies, requiring the use of good judgment and discretion in answering questions and providing information regarding CDCR inmates and/or parolees. Takes messages, which may include confidential information pertaining to prison gangs/STGs, criminal investigations, meetings, reports, etc., from outside agencies and/or other CDCR units. To facilitate urgent communication, the OT must be aware of the locations or contact information of Special Agents on duty.

20% Acts as unit timekeeper, gathering and reviewing timesheets for accurate completion, facilitating corrections, and maintaining reference copies. Creates and maintains spreadsheets, reports, files, etc. Maintains a spreadsheet log of all reports and correspondence and provides appropriate follow-up; maintains a database or cardex on all reports, correspondence, and statistics with cross references when applicable; orders general supplies, including postage. Updates vehicle mileage information online. Maintains various departmental manuals with current revisions and keeps agents informed of these changes.

10% Compiles and assures monthly statistics, travel claims, mileage logs and attendance records are submitted on time. Maintains an up-to-date inventory of equipment assigned to each agent, equipment not assigned to a specific agent or investigator, and all office equipment. Coordinates and schedules meetings, makes travel arrangements, airline reservations, and room accommodations as appropriate, and coordinates necessary arrangements to meet the needs of those attending meetings. Works extended hours as needed during various times of the day, night, week, weekend, and holidays on a case-by-case basis; works additional hours in order to accomplish the completion of critical/urgent tasks; responds to emergency callouts when necessary.
I have read and understand the duties of the position.

_________________________  __________________________
Employee Signature & Date  Supervisor Signature & Date