

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

BOARD OF PAROLE HEARINGS

JOB DESCRIPTION

Job Title: Office Technician (Typing)
Position No.: 065-158-1139-004, 006, 007, 075, 076, 079, 129, 131, 132, 133, 134, 140, 142, 144
Division: Program Operations
Unit: Decision Processing and Scheduling
Reports To: Staff Services Manager I

SUMMARY:

Under the direct supervision of the Staff Services Manager I, the Office Technician (Typing) (OT) performs work tasks related to the Board of Parole Hearings (Board) scheduling and processing of documentation for inmates with parole proceedings and nonviolent reviews, while ensuring compliance with regulatory requirements. Applicants must have strong communication and interpersonal skills. They must also be extremely detailed-oriented, flexible, and self-starting. The OT must be able to work semi-independently, meet strict deadlines, follow directions, and cope with a regularly shifting workload and/or technology changes/upgrades. The OT must tactfully and effectively deal with all levels of staff and maintain effective telephone skills. The OT must be comfortable with learning and utilizing a variety of computer programs and office equipment including, but not limited to: Electronic Records Management System (ERMS), Strategic Offender Management System (SOMS), Board information Technology System (BITS), Microsoft Word, Excel, and Outlook; microfiche machine, scanner, copier, shred machine, postage meters, and/or mailroom equipment. The OT may be required to provide general clerical support to managers in Program Operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING (other duties may be assigned):

- 35% Pursuant to Penal Codes 3042 and 3043, on a daily basis the OT generates Suitability Hearing notices, Nonviolent Review (NV) notices, Petition to Advance (PTA) notices, and Administrative Review (AR) notices. The OT reviews information for the purpose of notification, using BITS, SOMS, and ERMS, and then sends the notices via United States Postal Service and electronic mail (email) to appropriate stakeholders.
- 35% Process, distribute, and scan into BITS responses to notifications from victims registered with California Department of Corrections and Rehabilitation's (CDCR) Office of Victim and Survivor Rights and Services (OVSRS), District Attorney (DA) offices, and interested parties. Notify registered victims and DA's of NV decisions and decision reviews. Scan, and electronically store documents received from stakeholders. Responsible for pulling the electronic inmate files from SOMS and ERMS that will be used for hearing packets.

- 20% Support/coverage for staff, as needed, and attend to special assignments and/or projects which are outside the scope of the above duties. This may include serving as a lead, training new staff, assisting with records management/file room, coverage for the attorney/interpreter, transcription, and/or audio desks. It may include assisting with mail, boxing up and moving confidential shred, and maintaining calendars and preparing and/or distributing a variety of reports. Provide general support for management within the Program Operations. Assist with historical research, file renaming, historical scanning and other projects.
- 10% Prepare monthly timesheets, and other required documents, attend trainings and meetings, and perform other miscellaneous duties not discussed above.

PERCENTAGES INDICATED DO NOT DICTATE WHETHER THE ASSOCIATED TASKS ARE ESSENTIAL TO THE PERFORMANCE OF THE DUTIES FOR PURPOSES OF REASONABLE ACCOMMODATION.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING: None noted.

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, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

Either I

One year of experience in California state service performing clerical duties at a level of responsibility equivalent to that of an Office Assistant, Range B.

Or II

Experience: Two years of experience in typing and clerical work. [Academic education above the twelfth grade may be substituted for one year of the required general experience on the basis of either (a) one year of general education being equivalent to three months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience. Students who are enrolled in the last semester or its equivalent of course work, which upon completion will fulfill these requirements, will be admitted to the examination, but they must submit evidence of completion before they can be considered for appointment.]

LANGUAGE SKILLS: Ability to spell correctly; use proper English; follow oral and written directions; read and write English at a level required for successful job performance; and communicates effectively.

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

KNOWLEDGE OF: Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.

ABILITY TO: Perform difficult clerical work, including ability to spell correctly; use proper English, read and write English at a level required for successful job performance. Make arithmetical computations; operate various office machines; follow oral and written directions. Evaluate situations accurately and take effective action; 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.

CERTIFICATES, LICENSES, REGISTRATIONS: Typing Certificate (40 words per minute).

OTHER SKILLS AND ABILITIES: Extrapolate information from various documents; consistently exercise a high degree of initiative, and independence in performing assigned tasks, to maintain regular attendance and be punctual and be willing to work overtime as required.

OTHER QUALIFICATIONS: Knowledge of modern office methods, supplies and equipment; business English and correspondence; and principles of effective training.

SPECIAL PERSONAL CHARACTERISTICS: A demonstrated interest in assuming increasing responsibility. Team oriented; goal driven; organized; self-starting, and flexibility. Interpersonal skills, cope with regularly shifting workload and/or technology changes/upgrades. Open-mindedness, flexibility, and tact. Ability to deal with information and/or photographs of graphic or disturbing nature.

ADDITIONAL DESIRABLE QUALIFICATION: N/A

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met of 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 workday.

Frequently: Involves 1/3 to 2/3 of workday.

Occasionally: Involves 1/3 or less of workday.

N/A: Activity or condition is not applicable.

Standing: Occasionally – stands for periods of time at employee’s work area; at the fax machine and/or other office machines.

Walking: Occasionally – walks in the BPH headquarters’ offices.

Sitting: Constantly – at a desk. There is flexibility for movement on a frequent basis to break sitting with standing and walking.

Lifting: Frequently – lifts documents weighing a few ounces and stacks of documents weighing up to five pounds. Lifts reams of paper to fill the fax, printer, or copier machines; lifts boxes of paper onto a cart, which is then taken to the supply cabinet.

Carrying: Frequently – this activity can be considered to require the same physical demands as lifting.

Stooping/Bending/Kneeling/Crouching: Occasionally – stretches, stoops/bends, kneels, and crouches to pull/refile documents from lower shelves or from a filing cabinet, or retrieve a dropped document from the floor.

Reaching in Front of Body: Constantly – will be utilizing a keyboard and reaching for items such as the telephone and desk files.

Reaching Overhead: Occasionally – retrieve/file documents in work area file cabinets.

Climbing: NA

Balancing: NA

Pushing/Pulling: Frequently – has to push/pull to open file/desk drawers, fax or copier machine drawers; and/or utility cart for different types of boxes.

Fine Finger Dexterity: Constantly – will use fine-finger dexterity to sort documents, write information onto documents and to type information into the computer; use the fax, copier, or other office machines.

Hand/Wrist Movement: Constantly – uses hands and wrists in the handling of documents; usage of computer, fax, copier, or other office machines.

Crawling: N/A

Driving: May be required.

Sight/Hearing/Speech: Adequate vision and hearing, as well as the ability to speak clearly, are required to effectively perform the essential job duties with or without reasonable accommodation.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters when performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The OT may be seated/assigned an open office with cubicles that may or may not be shared with staff in different civil service classifications.

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS: Computers, printers, fax machines, photocopiers, telephones, scanners, and usual office supplies.

COMMENTS: Work hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday. Necessary overtime may be required.

EMPLOYEE'S COMMENTS:

Information for this document was obtained by reviewing the State Personnel Board specifications for this classification and by determining the duties as required in the Unit.

Supervisor's Statement: I have discussed the duties of the position with the employee.

EMPLOYEE SIGNATURE DATE

SUPERVISOR SIGNATURE DATE