CALIFORNIA PRISON INDUSTRY AUTHORITY

DUTY STATEMENT

1. Institution/Division/Office:	2. Unit/Industry/Enterprise:
Central California Women's Facility/Operations/CALPIA	Optical Annex
3. Classification Title:	**4. Proposed Incumbent (if known):**
Supervising Program Technician II	Vacant (LT)
5. Current Position Number (Agency-Unit-Class-Serial):	**6. Effective Date:**
383-412-9925-001	

7. Briefly (1 or 2 sentences) describe the position's organization setting and major functions:

Under the general direction of the Optical Superintendent II, the incumbent directs and organizes clerical staff in performing of specialized and technical duties at the Optical Annex, including the receiving and shipping, screening, customer service and data entry of prescription eyewear.

8. Work Schedule: 0700-1500 Monday-Friday

9. Percentage (%) of time performing duties:	10. Indicate the duties and responsibilities assigned to the position and the percentage (%) of time spent for each. Group related tasks under the same percentage (%) with the highest percentage (%) listed first.
	ESSENTIAL FUNCTIONS
40%	Directs Program Technicians and other clerical staff in all phases of the shipping, receiving, screening for confidential patient information, data entry and customer service processes of orders and prescription eyewear.
20%	Responds to sensitive inquires from the public, including the trouble shooting of prescription requests. Performs difficult and complex evaluation of ophthalmic prescriptions written by medical doctors requiring a thorough, detailed knowledge of Medi-Cal eligibility requirements.
20%	Trains all new employees at the Optical Annex. Completes annual and probationary reports for all staff at the Annex. Conducts safety training and ensures all staff are trained properly regarding institutional health and security policies and procedures.
10%	Directs and supervises the Customer Service Department at the Optical Annex and monitors the 800-toll free telephone line. Reviews and reconciles customer complaints appropriately.
5%	Responsible for the in-bound and out-bound shipping of prescription eyewear orders from Medi-Cal doctors. Assures the accuracy of the courier shipping manifest. Communicates with delivery services as needed.

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9. Percentage (%) of time performing duties:	10. Indicate the duties and responsibilities assigned to the position and the percentage (%) of time spent for each. Group related tasks under the same percentage (%) with the highest percentage (%) listed first.
5%	**MARGINAL FUNCTIONS** Completes required IST/OJT classes.
	ADDITIONAL EXPECTATIONS Persons appointed in this class must be reasonably expected to have and maintain sufficient strength, agility, and endurance to perform during stressful (physical, mental, and emotional) situations encountered on the job, without compromising their health and well-being or that of their fellow employees, or that of inmates and/or the protection of personal or real property.

11. SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE.		
12. DATE SUPERVISOR PROVIDED EMPLOYEE WITH A COPY OF THE DUTY STATEMENT:		
PRINT EMPLOYEE NAME: Vacant (LT)	**EMPLOYEE SIGNATURE:**	**DATE:**
PRINT MANAGER/SUPERVISOR NAME: Antwoin Robinson	**MANAGER/SUPERVISOR SIGNATURE:**	**DATE:**
HR APPROVAL: BL 10/18/24		