



STATE OF OREGON  
POSITION DESCRIPTION

Position Revised Date: 11/9/10

This position is:

Agency: Department of Corrections

Division: Powder River Correctional Facility

New  Revised

- Classified
- Unclassified
- Executive service
- Mgmt Svc - Supervisory
- Mgmt Svc - Managerial
- Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

a. Classification Title:	Office Specialist 2	b. Classification No:	C0104
c. Effective Date:	August 31, 2009	d. Position No:	9909006
e. Working Title:	Administrative Support Specialist	f. Agency No:	29100
g. Section Title:	Admin Services Support/IWP Technician...	h. Budget Authorization No:	
i. Employee Name:		j. Representation Code:	
k. Work Location (City-County):	Baker City, Baker		
l. Supervisor Name (optional):	Lisa Jaensch, Administrative Services Manager		
m. Position:	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Full Time	<input type="checkbox"/> Seasonal <input type="checkbox"/> Part Time	<input type="checkbox"/> Limited duration <input type="checkbox"/> Intermittent
			<input type="checkbox"/> Academic Year <input type="checkbox"/> Job Share
n. FLSA:	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	If Exempt:	<input type="checkbox"/> Executive <input type="checkbox"/> Professional <input type="checkbox"/> Administrative
		o. Eligible for Overtime:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

SECTION 2. PROGRAM AND POSITION INFORMATION

a. Describe the program in which this position exists. Include program purpose, who is affected, size and scope. Include relationship to agency mission.

The Powder River Correctional Facility is a 286-bed adult male minimum-security facility. Inmates assigned to the facility are involved in residential alcohol and drug treatment and/or assigned to institution or community-based work projects and transition programs offered at the Facility. The Department of Correction's Mission is to promote public safety by holding offenders accountable for their actions and reducing the risk of future criminal behavior. The Facility contributes to the Department's Mission by engaging in safe and orderly operations, through insuring the high quality of its corrective and treatment programs, by training and engaging inmates in meaningful work programs, and helping inmates to plan for successful transition back into their respective communities.

**Oregon Accountability Model:** The basis of the Oregon Accountability Model is the strong belief about the importance of strengthening staff-to-inmate and staff-to-staff modeling, particularly the directing and shaping of pro-social behavior. Our job is to move inmates from anti-social to pro-social citizens and our interactions with inmates on a daily basis are without a doubt our most powerful tool to reinforce pro-social behavior. Thus, the nature of our relationships and communications with those we have been charged to keep secure and change are core to our success. Since relationships and respect are built through repeated

experiences and communications about those experiences, then what we do and say to inmates are key to achieving long term public safety. Each employee is expected to model appropriate pro-social behavior, support positive change in individual offenders and actively support the Oregon Accountability Model through their day-to-day interactions with others.

**Affirmative Action:** In support of the Oregon Accountability Model and the Department's Affirmative Action goals, all Management and Executive Service-employees are expected to recognize the value of individual and cultural differences. Employees are expected to consistently treat customers, stakeholders/partners and coworkers with dignity and respect creating a work environment where individuals' differences are sought and valued.

b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement: The primary purpose of this position:

The purpose of this position is to provide administrative support to the Transitional Services Manager, Superintendent, and Facility staff to ensure a smooth, efficient, and accurate support of the successful completion of the inmate Transition Programs associated with the Department's Inmate Plan and to assist in the smooth, orderly, safe and secure operations of the facility.

The person serving in the Office Specialist 2 position provides daily administrative, technical, clerical support and administrative technical support for the Facility and to the Alternative Incarceration Program (AIP) to ensure a smooth flow to the daily administration and transitional services duties necessary for the operation of the facility. This position provides the required research and data collection necessary for successful coordination and support of the Program, to include; presentations as they relate to transitional services, including but not limited to; Admissions and Orientation. This position serves as an Administrative Support staff and completes projects requested by the Transitional Services Manager or Superintendent applying numerous guides, instructions, regulations, manuals, precedents to carry out assignments; processes the facility incoming and outgoing mail; sells facility meal tickets to staff; serves as back up to other Administrative Support staff, coordinates with transport to maintain full bed capacity for the facility utilizing the AIP waiting list of approved AIP candidates who have been approved by AIP screening coordinators; assists and trains facility staff on use of office machine equipment; assists and trains Administration Building inmate orderlies on projects and serves as administrative/clerical support for other Facility staff. Oversee the Law Library Inter Facility Library and Bookmobile; coordinates with security for inmate bunk movements, monitors inmate disks / computer usage for transitional purposes. Attends, and participates when necessary, in all approved and required training, meetings, and committees. Uses judgment in analyzing situations and making decisions on selecting the most appropriate course of action within the established procedures.

**SECTION 3. DESCRIPTION OF DUTIES**

List the major duties of the position. State the percentage of time for each duty. Mark "N" for new duties, "R" for revised duties or "NC" for no change in duties. Indicate whether the duty is an "Essential" (E) or "Non-Essential" (NE) functions.

<u>% of time</u>	<u>N/R/NC</u>	<u>E/NE</u>	<u>Duties</u>
25%	NC	E	<b>Administrative Services:</b> Answers and directs incoming telephone calls, takes messages and schedules appointments as requested. Assists outside agencies and public/visitors with inquiries. Explains and clarifies rules, processes, and procedures to clients, staff, agencies and the general public. When needed, greets and directs facility visitors to ensure they have appropriate and approved visitor authorization. Directs inquiries from staff, volunteers and the public to the appropriate staff members. Responds to general questions, telephonically and in correspondence, about specific Transition

Program information and services from the general public and inmates; providing information about services available; routes calls to appropriate staff. Refers calls, which may be of a hostile or belligerent nature, to appropriate individuals as necessary.

- R E Provides administrative technical support to Facility managers and other staff as assigned or requested by the Transitional Services Manager or the Superintendent. Composes and types correspondence, reports, memos and other documents as directed and archives per rule. Participates in weekly Admission and Orientation for new PRCF inmate arrivals.
- R E Assists in selling meal tickets in conjunction with other administrative support staff and verifies cash received equals tickets sold. Provides assistance on the inmate newsletter when needed. Provides assistance to staff on the use of facility telephone system, photocopier, paper shredder, FAX machine, mail machine, and all other applicable office equipment. Updates and makes room reservations for Facility conference and group rooms. Provides and or attends cross-training session(s) to ensure a smooth flow in the operation of Facility administrative duties/functions while staff are away from the Facility for an extended period of time; this includes keeping a working desk manual updated with assigned duties.
- NC E Provides guidance and training to the inmate orderly assigned to work in the Administrative Building. Monitors the inmate orderly while cleaning immediate work area or common area through direct observation and verbal instructions. Monitors inmate orderly work attendance/performance, location, assigns work and takes corrective action as needed. Maintains an inventory of tools/controlled items (daily). Prevents breaches of security and escapes through proper control of keys and tools (as issued) and contraband items. Reports any security concerns or unusual incidents to supervisor and/or security staff and provides documentation as necessary. Recruits administrative inmate orderly to keep the position filled. Monitors inmate orderly work and productivity on a daily basis; to include, monitoring of computer assignments and usage by reviewing information on the computer hard drive.
- NC E Provides notary services to inmates as requested.
- NC E Performs background checks for criminal records and warrants using LEDS terminal. Reports findings to requesting supervisor.
- 5% NC E **Mail:**  
Processes incoming and outgoing Facility and inmate mail according to DOC Rule and Procedure. Processes packages according to DOC rule. Ensures mail machine is in compliance with US Post Office regulations and federal law. Receives and reviews incoming mail and requests for information; determines mail needing further research; gathers and assembles necessary information and submits to supervisor; responds to items not requiring supervisory review or resolution;
- 55% NC E **Transitional Services:**  
Reviews, confirms and determines accuracy for all necessary paperwork regarding the Department's Oregon Corrections Plan (OCP) for inmate participation in the

Alternative Incarceration Addictions Program (AIP) and classes. The person in this position is authorized to provide research on all information available through AS400, LEDS/NCIC and inmate files to confirm compliance for Program participation in alignment with state statutes and Departmental rules. Tasks are accomplished by researching, interpreting, and applying applicable laws, rules, guidelines, and procedures. Operates DOC 400 computer to request printouts of various documents to ensure the inmate participant file is up to date at all times, as well as supplying these various documents to requesting staff. Composes and types correspondence, reports, memos and other documents as assigned.

R E Coordinates, maintains, and provides support to the AIP / Transition Program and class schedule and processes. Actively participates in applicable Transition Program Committees. Determines appropriate material and maintains ongoing computerized, data entry, and written files of all inmate AIP Program participants, which includes entering correct closure program codes. When necessary, and through approval of direct supervisor and/or Transition Services Manager, confirms criminal records with other criminal justice agencies through telephone inquiries and/or written correspondence on an "as-needed" basis. Composes and types correspondence, reports, memos and other documents as assigned by supervisor, such as AIP status to public and inmates correspondence; keeps records of program failures/extension documentation and forwards to Central Office for appeal process. Coordinates Support Groups; time and volunteer scheduling; room reservation, placing inmates on/off call-outs; keeping housing boards updated with information

NC E Coordinates with DOC counselors to copy and assemble inmate files for use in release packets for Parole Board, within establish time frames. Process inmate request for visitor applications, as needed. Process inmate social security card requests. Coordinates with New Directions Northwest Alcohol and Drug Treatment to calculate inmates transitional leave release dates.

R E Maintains spread sheet with inmates participating in the Alternative Incarceration Program keeping statistical record / participants for those who are on the Staging Unit, AIP successes, AIP failures, Program Removals, Program Failures, Program Withdrawals; Uses independent judgment to select a course of action based on rules, policies and procedures within the Alternative Incarceration Program. Coordinates with New Directions Northwest Alcohol and Drug Treatment to calculate inmates transitional leave release dates.

R E Assists with coordination efforts of inmate transports to the Facility by utilizing the AIP waiting list. Coordinates with Transport and AIP Screening Coordinators, Health Services, Counselors, to maintain full bed capacity for the Facility with eligible AIP qualified inmates by submitting request to get inmates transferred using the AIP waiting list of inmates approved by Screening Coordinators. Coordinates with security for inmates bunk movements.

15% NC E **Other:**  
Provides research on Inmate Communications and composes appropriate responses. Responds to written requests from inmates for information regarding their Transition

- R E Program status, disk and transitional computer usage, law library, mail, notary services, and other administrative duties. Monitors inmate transitional disk, conducts random disk monitoring from housing units and logs results; prints approved inmate requested documentation from disk.
- N E Attends, and participates when necessary, in all approved and required training, meetings, committees; takes minutes as assigned. Provides and or attends cross-training session(s) to ensure a smooth flow in the operation of Facility administrative duties/functions while staff members are away from the Facility for an extended period of time.
- NC E Maintains the Legal Library. Answers inmate requests for legal forms and makes appointments for legal assistance with other Institutions per inmate requests. Keeps legal forms updated. Prints out legal disks documentation per inmate request. Ensures inmates are charged for legal copies requested and provided. Participates in legal library state meetings and trainings as they occur.
- NC E Maintains Intra-facility library; monitors donated materials for appropriateness and placement in circulation. Coordinates with local library for Bookmobile facility use and return of books by the inmates. Takes corrective action as necessary for lost/overdue books by holding inmates accountable.
- Other duties as assigned by Transitional Services Manager and/or Superintendent.
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**SECTION 4. WORKING CONDITIONS**

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

The incumbent works within a secure adult correctional prison, and has extensive contact with inmates who may be angry, hostile, or abusive, both verbally and physically, personal physical injury, death, or becoming a hostage are inherent risks. There is an inherent responsibility to provide assistance through recall and/or reassignment during inmate unrest and other emergency situations occurring at the institution. The employee is responsible to prevent escapes from confinement by proper control of keys, tools, equipment, and contraband and to document occurring unusual incidents. Facilities are generally multi-story, requiring the ability to ascend and descend stairs and walk long distance among the various work sites. May be exposed to inclement weather conditions while visiting various work sites to include traversing over rough terrain. Will be expected to share the mission, vision, and core values of the Department; requires being a role-model of pro-social behavior and having an attitude that conveys dignity and respect in the treatment of others; must be able to acknowledge that everyone is capable of positive change. Work requires overnight travel to attend routine meetings.

Position is included in the Police and Fireman Retirement System.

The person serves as a role model in conjunction with the Department's Oregon Accountability Model (OAM). The person in this position serves as a role model by maintaining professional standards; role-models pro-social behavior and attitudes including treating others with dignity and respect and acknowledging that everyone is capable of change.

The person in this position shall hold inmates accountable according to the Alternative Incarceration Program philosophy and verbally corrects inmates on behavior issues or concerns.

**SECTION 5. GUIDELINES**

- a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

ORS, Oregon Administrative Law, Federal Laws, Department of Corrections Administrative Directives, Department of Corrections Rules and Procedures, designated facility rules and procedures, collective bargaining agreements, LEDS/NCIC Manuals for training and certification process, referrals for terminal use, Comply with Notary guidelines.

The Oregon Accountability Model (OAM) depends upon a team approach to custody with the security-series personnel and non-security personnel communicating effectively to maintain safe, secure, and sanitary correctional environments while preparing inmates for successful reentry into the community. The vast majority of DOC inmates will return to Oregon communities. Enhanced public safety, lower crime rates, and reduced recidivism can all be tied directly to attitudes and actions of correctional staff who must effectively apply ODOC rules and transition initiatives in their daily interaction with inmates. All staff are expected to model pro-social behaviors; reinforce positive behaviors; redirect negative behaviors; and effectively communicate observed behaviors to responsible program staff, administrators, and supervisors in support of OAM.

In support of the OAM and the Department's Affirmative Action goals, all Management and Executive Services employees are expected to recognize the value of individual and cultural differences. Employees are expected to consistently treat customers, stakeholders/partners and co-workers with dignity and respect creating a work environment where individuals' differences are sought and valued.

- b. How are these guidelines used?

These guidelines are used as reference sources in managing institution day-to-day work and transitional programs operations and in developing contracts and agreement with public and/or private sector entities for the use of inmate labor. These guidelines have a direct impact on most assignments in this position. State agencies dictate admission eligibility. DOC Rules and Procedures outline implementation of law and mission statement, LED/NCIC Policies and Procedures are used as guides to expansion of record searches as needed in course of work.

**SECTION 6. WORK CONTACTS**

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Who contacted	How	Purpose	How Often?
DOC Administration Managers	Person/telephone/fax/email/written	Liaison/Information/Operations Exchange information, and problem solve	As Needed
DOC Staff	Person/telephone/fax/email/written	Liaison/Information/Operations Exchange information, educate, and problem solve	As Needed
Other Agencies	Person/telephone/fax/email/written	Liaison/Information/Operations Exchange information, educate, and problem solve	As Needed
Volunteers			
Contractors			
Private Sector			
Courts, Law Enforcement Agencies			
Other DOC Institutions	Person/telephone/fax/email/written	Liaison/Information/Operations Exchange of information	
Inmates	Person/written	Response to inquiries, educate, coordinate, problem solving, manage	Daily

**SECTION 7. POSITION RELATED DECISION MAKING**

Describe the typical decisions of this position. Explain the direct effect of these decisions.

*Decisions:* Provide input for AIP Program review and assignment placement. Compile accurate information for data collection and posting same, provide information to supervisors for direction/clarification, research information provided in any correspondence, maintenance of active file/archive materials, while holding inmates accountable.

*Affect:* Poor judgment and incorrect decisions could lead to misleading information in communications to staff, inmates, and the general public and to incorrect data collection regarding program success/failure. Not holding inmates accountable to their program and the "inmate accountability" philosophy could lead to compromising the safety and security and orderly operation of the Facility.

**SECTION 8. REVIEW OF WORK**

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Transitional Services Manager, Principal Executive Manager D	8900.129	Review work through written or verbal contacts	Daily	To ensure smooth operation of functional unit

**SECTION 9. OVERSIGHT FUNCTIONS**

- a. How many employees are directly supervised by this position? 0  
 How many employees are supervised through a subordinate supervisor? 0
- b. Which of the following activities does this position do?
- |  |   |
|--|---|
| <input type="checkbox"/> Plan work               | <input type="checkbox"/> Coordinates schedules                    |
| <input type="checkbox"/> Assigns work            | <input type="checkbox"/> Hires and discharges                     |
| <input type="checkbox"/> Approves work           | <input type="checkbox"/> Recommends hiring                        |
| <input type="checkbox"/> Responds to grievances  | <input type="checkbox"/> Gives input for performance evaluations  |
| <input type="checkbox"/> Disciplines and rewards | <input type="checkbox"/> Prepares & signs performance evaluations |

**SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION**

ADDITIONAL REQUIREMENTS: List any knowledge and skills needed at time of hire that are not already required in the classification specification:

The incumbent plays a major role in the organization. The position serves a variety of functions: a resource person for staff and inmates; a representative of administration; a responsibility for assuring daily operational activities occur with maximum effectiveness for implementing the institutional mission.

This person must possess the ability to be trained and use the LEDS/NCIC terminal and DOC computer system, and a wide range of general office skills, which includes typing, accurate data entry, telephone/reception, reception desk, FAX, photocopy machine, and calculator. This person will deal with subject matter containing violent and/or sexual connotative language, pictures and/or photos. This person may be reassigned during emergency situations. Workload requires initiative and performance without constant supervision. Legal and responsible use of the operation of a motor vehicle.

**SPECIAL REQUIREMENTS:** List any special mandatory recruiting requirements for this position:

Must be LEDS certifiable (after receiving training)

Must be certifiable for Notary Services (after receiving training)

**BUDGET AUTHORITY:** If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial amount (\$00000.00)	Fund type
	N/A	

**SECTION 11. ORGANIZATIONAL CHART**

Attach a current organizational chart. Be sure the following information is shown on the chart/position description for each position: classification title, classification number, employee's name and position number.

**SECTION 12. SIGNATURES**

Employee Signature	Date		8-11
Appointing Authority Signature	Date	Supervisor Signature	Date