



STATE OF OREGON  
POSITION DESCRIPTION

Position Revised Date:  
6/13/08

Agency: Oregon Department of Corrections

Facility: Snake River Correctional Institution

New  Revised

This position is:

- Classified
- Unclassified
  - Executive Service
- Mgmt Svc – Supervisory
- Mgmt Svc – Managerial
- Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

a. Classification Title: <u>Office Specialist 1</u>	b. Classification No: <u>C0103</u>
c. Effective Date: <u>November 18, 2010</u>	d. Position No: <u>9500112</u>
e. Working Title: <u>Office Specialist 1</u>	f. Agency No: <u>29100</u>
g. Section Title: <u>Admin/Superintendent</u>	h. Budget Auth No: _____
i. Employee Name: _____	j. Repr. Code: _____
k. Work Location (City – County): <u>Ontario - Malheur</u>	
l. Supervisor Name (Optional): <u>Jill Curtis, Supervising Executive Assistant</u>	
m. Position: <input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Seasonal <input type="checkbox"/> Limited Duration <input type="checkbox"/> Academic Year <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Intermittent <input type="checkbox"/> Job Share	
n. FLSA: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	o. Eligible for Overtime: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
If Exempt: <input type="checkbox"/> Executive <input type="checkbox"/> Professional <input type="checkbox"/> Administrative	

SECTION 2. PROGRAM AND POSITION INFORMATION

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

Snake River Correctional Institution is a 538-acre site located in southeastern Oregon, seven miles northwest of Ontario. The 1,025,000 square foot facility houses 3,000 inmates with approximately 1,000 employees, 90 contractors, and 210 volunteers managing and supporting the institutions operation. The institution maintains a safe and secure environment to carry out sanctions provided by statutes and as ordered by the courts to manage offender behavior consistent with the Department's mission.

The majority of the institution is located within a 103-acre secure perimeter, which contains all but 154 of the 3,000 inmates housed at the institution. A 154-bed minimum security facility houses inmates in a fenced 30,000 square foot facility adjacent to the secure facility. Within the secure perimeter there are three housing complexes, which contain approximately 800 general population inmates each. In addition to the three complexes, there are the disciplinary segregation/intensive management units which have 432 beds, a medical services unit housing 16 infirmary beds, and 22 special management unit beds.

The daily provision of essential food, medical treatment, clothing, safe living environment, and full-time meaningful work is maintained by the institution. Self-improvement and rehabilitative opportunities for the inmates are provided through academic/vocational education, treatment services, cognitive restructuring skill programs, community-based liaison activities, and leisure time recreational activities.

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.

The Mission of the Department of Corrections is to promote public safety by holding offenders accountable for their actions, and reducing the risk of future criminal behavior. SRCI participates in the Department's mission by providing appropriate security and rehabilitative programs.

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

Perform receptionist duties for the Institution (i.e., answers telephone and directs inquiries to appropriate departments, greets guests and screens visitors) and to provide a variety of clerical duties for the Superintendent's office and other sections of the institution as assigned.

**SECTION 3. DESCRIPTION OF DUTIES**

The employee in this position is expected to recognize their responsibility to act ethically at all times in accordance with the very highest standards of integrity.

Regular attendance is an essential function required to meet the demands of this job and to provide necessary services. The incumbent is expected to perform position duties in a manner which promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully; engage in effective team participation through willingness to assist and support co-workers, supervisors, and other work-related associations; develop good working relationships with division and agency staff and supervisors through active participation in cross-divisional group projects and in identifying and resolving problems in a constructive, collaborative manner; demonstrate openness to constructive feedback and suggestions, in an effort to strengthen work performance, and contribute to a positive, respectful and productive work atmosphere.

The Oregon Accountability Model (OAM) depends upon a team approach to custody with 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 ODOC 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 the OAM.

**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) function.**

% of Time	N/R/NC	E/NE	DUTIES
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*Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".*

35%	R	E	Receives screens and appropriately directs staff, contractors, volunteers public officials or the general public who contact Snake River Correctional Institution by phone or in person. Uses knowledge of unit, institution and the Department to answer questions, explaining or clarifying rules, processes or procedures as appropriate. Takes phone calls using a multi-line telephone system, takes appropriate messages, maintains message notification system and delivers telephone messages for staff and directs inquiries as necessary. Provides bilingual support to various areas (i.e., Superintendent's Office, Security Services, Transition Services, General Services, etc.) translating inmate communications and public phone calls. May be called upon by institution staff to help explain policies/procedures to both inmates and visitors. Monitors work priorities and time frames to meet targeted deadlines for various individuals for whom work is being performed.
20%	R	E	Sets up and maintains record keeping and filing systems as assigned to support other administrative staff. Maintains archiving of records. Track the receipt and responses to inmate communications and outside communications for the Superintendent's office. Responsible for routing and/or retaining access to confidential documents, papers, faxes and other information including interview candidate information, employees records and inmate records. Receives and records the receipt of expense checks and ID/chit cards for distribution to staff. Assist with coordination of the interview process by providing paperwork, directives and monitoring of arriving applicants.
20%	R	E	Maintains records and data for special project areas. Responsible for selling lunch tickets and ensure balance of receipts to funds received on a daily basis. Receive, read and respond to inmate communications. Coordinate and schedule reservations for administration building conference rooms for staff training, meetings and interviews and conferences.
10%	R	E	Types a variety of correspondence, reports, and memos or other information from machine dictation, handwritten or computer drafts ensuring proper format and grammar according to instructions or established procedures. Composes correspondence in response to inquiries. Proofreads for grammar, punctuation and typographical errors. Coordinate and prepare lunch coverage schedule report for 25 OS2's making adjustments as needed.
5%	R	NE	Maintains, inventories, tracks and monitors the Supply Room ensuring that necessary supplies are available. Place orders for inmate cleaning supplies and printer cartridges using AFAMIS. Set up, catalog, check in/out books for Employee Resource Library.
5%	R	NE	Keep updated directories for employee extensions voice mail and mailboxes. Receive and distribute phone listings from Central Office and other institutions receive and distribute Oregon state phone books and other local and special phone books or listings.
5%	NC	NE	Performs other duties as assigned.

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## SECTION 4. WORKING CONDITIONS

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

Snake River Correctional Institution is tobacco free. Use of tobacco products are prohibited within the buildings or on the grounds. Work is performed in a prison, housing maximum, and close, medium, and minimum security inmates. Inmates have the potential for becoming angry, hostile, abusive and aggressive increasing the risk to employees of physical injury, death and/or being taken hostage. 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 institution is located in Eastern Oregon and is exposed to temperature extremes and inclement weather. The institution buildings are climate controlled.

The institution has over 1,025,000 square feet of building space and is spread out inside a 103 acre perimeter, in addition to a minimum facility outside the perimeter. Walking long distances to get to a workstation to perform work is common.

The incumbent is responsible for proper tool and key control of their immediate work area and to maintain awareness and bring issues identified elsewhere in the institution to the attention of others. Periodic supervision of inmate workers, e.g., inmate orderlies, may be required.

Will utilize office equipment in the performance of duties, sometimes for extended periods of time (i.e., multi-line telephone console, typewriter, personal computer, copy machines, paper shredder, fax machine, etc.). This position will normally involve sitting for the majority of the day and often using a video display terminal or personal computer for 4-5 hours per day.

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## SECTION 5. GUIDELINES

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

Department of Corrections Rules and Procedures and Letters of Agreement  
Snake River Correctional Institution Procedures and Post Orders  
Oregon Revised Statutes  
Collective Bargaining Agreements  
Computer Software and Equipment Manuals

**b. How are these guidelines used?**

Serves as a reference resource and provides necessary knowledge needed to work in a Correctional Institution.

## 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?
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>			
Other inst./DOC staff	Phone/Mail/Email/In Person	Information Sharing/Operational/Informational/Contact	Daily/As Needed
Inmates	Phone/Mail/Email/In Person	Information Sharing/Operational/Informational/Contact	Daily/As Needed
Inmate Family/Friends	Phone/Mail/Email/In Person	Information Sharing/Operational/Informational/Contact	Daily/As Needed
General Public	Phone/Mail/Email/In Person	Information Sharing/Operational/Informational/Contact	Daily/As Needed
State agencies	Phone/Mail/Email/In Person	Information Sharing/Operational/Informational/Contact	Daily/As Needed
Enforcement agencies	Phone/Mail/Email/In Person	Information Sharing/Operational/Informational/Contact	Daily/As Needed
Oregon/other state Prisons/facilities	Phone/Mail/Email/In Person	Information Sharing/Operational/Informational/Contact	Daily/As Needed
Parole Board	Phone/Mail/Email/In Person	Information Sharing/Operational/Informational/Contact	Daily/As Needed
Public/Private Agencies	Phone/Mail/Email/In Person	Information Sharing/Operational/Informational/Contact	Daily/As Needed
Other State agencies	Phone/Mail/Email/In Person	Information Sharing/Operational/Informational/Contact	Daily/As Needed

## SECTION 7. POSITION RELATED DECISION MAKING

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

Decide who is the appropriate individual to refer staff, volunteers, contractors, public officials, or general public to when they telephone or visit in person.

Utilize knowledge of SRCI operations, DOC rules, policies, and procedures to appropriately respond to information requests. Know when to refer to requests.

## SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>				
Supervising Executive Assistant	X0833, 8919001	Direct Supervision and review work/Formal reviews	Daily	Daily Work Performance and Annual Work Performance Review

**SECTION 9. OVERSIGHT FUNCTIONS**

THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

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:

Must have a working knowledge and ability to operate a personal computer, and a copy and fax machine. Must be able to maintain confidentiality.

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

Operating Area	Biennial Amount (\$00000.00)	Fund Type
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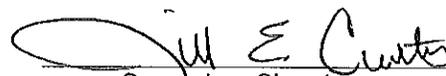
*Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".*

**SECTION 11. ORGANIZATIONAL CHART**

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

**SECTION 12. SIGNATURES**

\_\_\_\_\_  
Employee Signature                      Date  
  
\_\_\_\_\_  
Appointing Authority Signature                      Date  
8-27-13

 8-27-13  
Supervisor Signature                      Date