



**STATE OF OREGON  
POSITION DESCRIPTION**

**Position Revised Date:  
7/31/12**

**Agency:** Oregon Department of Corrections

**Facility:** Northwest Commisary

New       Revised

**This position is:**

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

**SECTION 1. POSITION INFORMATION**

<b>a.</b> Classification Title: <u>Office Specialist 2</u>	<b>b.</b> Classification No: <u>C0104</u>
<b>c.</b> Effective Date: <u>September 17, 2007</u>	<b>d.</b> Position No: <u>9912071</u>
<b>e.</b> Working Title: <u>Statewide Commisary Support</u>	<b>f.</b> Agency No: <u>29100</u>
<b>g.</b> Section Title: <u>Distribution Services</u>	<b>h.</b> Budget Auth No: _____
<b>i.</b> Employee Name: <u>Vacant</u>	<b>j.</b> Repr. Code: <u>AFSCME</u>
<b>k.</b> Work Location (City – County): <u>Salem - Marion</u>	
<b>l.</b> Supervisor Name (Optional): <u>Greg Atkin- Statewide Commisary Operations Manager</u>	
<b>m.</b> 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	
<b>n.</b> FLSA: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	<b>o.</b> 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.**

Commissary Services is an administrative unit within the Oregon Department of Corrections (ODOC) General Services Division, with responsibility for providing Commissary services to inmates housed within all adult correctional facilities operated by the Department. Approximately 14,000 inmates at 14 facilities statewide are provided opportunity to purchase a wide variety of items for personal use, such as food and snack products, shoes, electronics, personal hygiene and athletic necessities, as well as religious articles, art supplies and over-the-counter medications. The Department maintains a list of over 1,100 separate items, which are approved for sale to inmates by Commissary.

Commissary Services is entirely self-supporting, with all operating expenses paid from a revenue generated by sales to inmates. Annual sales total approximately \$7 million and the biennial other funds staff budget is \$1.0 million dollars. The 23 FTE Commissary staff and approximately 100 inmate workers are organized into two separate regional work units, based on the geographical placement of correctional facilities. Commissary products are supplied to inmates through a combination of "mail order" and "store front" operations at different institutions. Sales of Commissary products to inmates result in reduced operational costs for the Department. Revenue earned by the Commissary supports the Department's Inmate Welfare

Fund and is a funding source for educational and correctional treatment programs for inmates. The Commissary serves a critical role in achieving the Department's mission, by providing inmates access to products and services, which serve as a privilege incentive for pro-social behavior to facilitate the orderly and safe operation of prisons and encourage participation in correctional programming.

**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:**

Provide technical/clerical support to Commissary operations statewide under the direction of the Statewide Commissary Operations Manager. The incumbent assists the Manager in a wide variety of tasks, including general office management, maintaining records and files, implementation of purchasing and accounting procedures, personnel management processes, financial reporting and customer service for the various Commissaries throughout the state.

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### **SECTION 3. DESCRIPTION OF DUTIES**

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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.

Correctional Case Management (CCM), the critical next step toward implementation of the Oregon Accountability Model, is a proactive, collaborative, multi-disciplinary process. The CCM process unifies procedures and personnel to balance departmental resources and an inmate's needs throughout his/her incarceration and community supervision.

All Department of Corrections staff have a valuable role in the delivery of multi-disciplinary services. Despite differences in their training, culture, and job specific mission, they all have some common goals. When all DOC staff share appropriate information and assist in the case planning of inmates, both the quality of change and the safety of the correctional environment improve. Mutual respect, proper orientation and training, and ongoing communication and cooperation provide the foundation of correctional case management. All staff are expected to follow CCM principles and practices.

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
20%	NC	E	Provides technical/clerical support to the Statewide Commissary Operations Manager. Arranges meetings between staff and others. Processes security check information for vendors and other guests' entry into institutions. Answers questions from the public, staff, or inmates on Commissary operations, analyzes situations and resolves challenges using knowledge and interpretations of rules and procedures. Gathers and compiles information to compose correspondence, reports, memos, work orders, grievances and any other documents related to Commissary operations. Receives incoming telephone calls and office visitors. Screen calls, answers inquiries and complaints, and make referrals to appropriate staff members regarding specific issues. Conducts research and provides briefing to assist with response to inquiries. Prepares responses to inmate communications and maintains tracking of these and other customer service issues. Coordinates processing of inmate work assignment and PRAS award documents. Assures Commissary Managers are fully briefed on matters as they arise. Compiles monthly/weekly Commissary business status reports. Prepares Commissary Operations & Lead Workers Committee minutes and agendas.
20%	NC	E	Develops, maintains and revises basic office procedures. Maintains efficient record keeping and document filing systems, and proposes modifications or revisions as necessary. Prepares general correspondence and Commissary business documents for files. Responsible to appropriately process and file copies of purchase requests, invoices and inventory records. Sorts mail and processes in accordance with institution directives and procedures. Inventories office supplies and submits replenishment orders to maintain sufficient supplies on hand for daily operations. Checks orders for completeness and handles and damage or reordering issues.
25%	NC	E	Enters information into, and retrieves information from automated financial accounting management information systems (TAG, AFAMIS) under direction of supervisor(s). Maintains and tracks requests for delivery of product, vendor payments and closures of requests. Works with Accounting and Purchasing units to most efficiently complete Commissary business. Receive, review, and submit product orders from the Commissary to the Central Distribution Center (CDC) for processing. Assists Commissary staff by inputting and updating data into the TAG Commissary software. Maintains tracking

			system and ensures vendor invoices and other billings are paid in a timely manner.
25%	NC	NE	Assists Commissary managers with personnel management related processes and paperwork. Maintains employee work schedules, time sheets and overtime records for all Commissary staff. Prepares correspondence and documentation related to hiring of new staff and schedules job applicant interviews. Maintains employee training records. Makes travel arrangements for Commissary Managers and other staff. Prepares Travel Expense Data Sheets (TEDS) for signature and tracks through the accounting system to verify reimbursement to program staff in a timely manner. Communicates with state travel agent to obtain best travel arrangements.
8%	NC	NE	May serve as back up to Commissary workers as needed. Enters data into the Commissary purchase system for inmates and reconciles bagged orders received from CDC for accuracy. Ensures bagged Commissary is distributed to inmates. Assists with periodic inventory audits of Commissary distribution center.
2%	NC	NE	Performs errands, works with other Commissary staff to ensure efficiencies in operations and ordering. May be assigned special projects by supervisor. 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.**

The incumbent will be expected to share the mission, vision, and core values of the department; the position requires being a role model of pro-social behavior and having an attitude that conveys dignity and respect in the treatment of others; the incumbent must be able to acknowledge that everyone is capable of positive change.

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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.**

Oregon Revised Statutes & Oregon Administrative Rules  
 Department of Corrections Rules & Policies  
 ODOC and DAS Purchasing, Fiscal Management and Auditing Rules and Policies

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

As reference documents and guidelines for accomplishing daily 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?
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>			
Correctional Facility staff and managers	Phone/In Person	Problem solving, Program Coordination	Daily
ODOC Fiscal Services Managers and Staff	Phone/In Person	Problem Solving, Information Sharing	Daily
Vendors, Suppliers	Phone/In Person	Purchasing, Problem Solving	As Needed
ODOC Human Resources Division Staff	Phone/In Person	Problem Solving, Information Sharing	As Needed
Inmates & General Public	Phone/In Writing	Problem Solving, Information Sharing	As Needed

## SECTION 7. POSITION RELATED DECISION MAKING

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

This position makes decision within the context of daily personal workload processes and priorities. These have an effect on the productivity and effectiveness of Commissary operations.

## 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>				
Statewide Commissary Operations Manager	PEM E #9915002	In person, via telephone and/or email	Daily	Commissary Operations. Annual review to promote pro-active, accountable and responsible work.
Northwest Commissary Manager	PEM C #0222003	Via telephone and/or email	Daily	Commissary Operations

## 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 |

Disciplines and rewards

Prepares & signs performance evaluations

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

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

Valid Oregon Driver's License

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

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

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**SECTION 11. ORGANIZATIONAL CHART**

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

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**SECTION 12. SIGNATURES**

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Employee Signature	Date	Supervisor Signature	Date
	12/6/2013		
Appointing Authority Signature	Date		