



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
9/20/13

Agency: Oregon Department of Corrections

Facility: Dome, Gov't Efficiencies and Communications Office

[] New [X] Revised

This position is:

- [X] Classified
[] Unclassified
[] Executive Service
[] Mgmt Svc - Supervisory
[] Mgmt Svc - Managerial
[] Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

a. Classification Title: Administrative Specialist 2
b. Classification No: C0108
c. Effective Date: 7/1/1987
d. Position No: 1000007
e. Working Title: Government Efficiencies and Communications Assistant
f. Agency No: 291000
g. Section Title: Government Efficiencies and Communications
h. Budget Auth No: 01902002
i. Employee Name:
j. Repr. Code: AAON
k. Work Location (City - County): Central Office (Salem - Marion)
l. Supervisor Name (Optional):
m. Position: [X] Permanent [] Seasonal [] Limited Duration [] Academic Year
[X] Full-Time [] Part-Time [] Intermittent [] Job Share
n. FLSA: [] Exempt [X] Non-Exempt
If Exempt: [] Executive [] Professional [] Administrative
o. Eligible for Overtime: [] Yes [] No

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.

The mission of the Oregon Department of Corrections (DOC) is to promote public safety by holding offenders accountable for their actions and reducing the risk of future criminal behavior.

The department is responsible for the custody and care of more than 14,500 inmates in 14 state prisons, those in the custody of other state agencies (OYA), and offenders on community supervision in two counties. It advises and evaluates counties regarding the administration of probation and parole programs supervising more than 33,000 offenders in Oregon communities. The Department has a staff of more than 4,300 employees as well as large numbers of contractors and volunteers, and operates with a biennial budget of approximately \$1.4 billion. DOC maintains agreements to exchange inmates for security and other reasons with approximately 25 other states. The inmate population, employee base, and operating budgets are in a period of expansion and change. DOC also is under a constitutional mandate to employ all eligible inmates in jobs or job training. The Department's priorities are determined by its biennial strategic plan, which is based on legislatively approved performance measures and other measures determined by the Department to advance the goals of the Oregon Accountability Model (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.

Government Efficiencies and Communications Office

This position participates as a member of the Government Efficiencies and Communications Office. GECO is charged with furthering the department's mission and goals through close collaboration with the agency's external and internal stakeholders, both inside and beyond the realm of public safety. Serving as a trusted source of accurate information, this office ensures the agency is a transparent governmental organization that members of the public can access at any time. GECO includes internal communications, external communications, media relations, legislative and government relations, public record/information coordination, and rules coordination.

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 critical administrative and ombudsman/citizen's representative services in direct support of the Office of Government Efficiencies and Communications to DOC staff, legislators, other government officials, citizens, inmate families, and inmates.

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".

45%	R	E	<p>DOC Citizen's Rep/Ombudsman</p> <ul style="list-style-type: none"> • Provides daily ombudsman/citizen's representation for the Department of Corrections (DOC) and acts as a trusted intermediary between the DOC and the Governor's Office. Promotes citizen understanding and a positive image of DOC and state government by acting as a mediator/facilitator in resolving conflicts by phone and in writing to bring resolution to the parties involved in a dispute or matter. Provides detailed information, resolves problems, responds to complaints, and makes referrals to other resolution channels as appropriate and warranted. This is achieved by coordinating with the appropriate persons (colleagues, managers, DOC personnel, community partners and others) to ensure continuity and timeliness of resolution. Explains and interprets policies, procedures and laws; clarifies and analyzes problems and issues; and serves as a communication conduit for the Director's Office by using multiple systems such as the Offender Information System (OIS), Law Enforcement Data System (LEDS), Computer Information System (CIS/DOC400) and state websites. • Makes decisions regularly that relate to highly sensitive and/or confidential matters and is concerned with the appropriate application of policy to non-routine matters. • Tracks and logs all inquiries and resolutions in an excel database to ensure accurate recognition and reporting of trends, problems and patterns of concern.
45%	R	E	<p>Executive Support</p> <ul style="list-style-type: none"> • Provides support to the Government Efficiencies and Communications Administrator, the Communications Manager and the Legislative Relations Manager by maintaining outlook calendars and arranging meetings; opens/reviews/reads/distributes mail; answers and screens telephone calls for meeting requests, media inquiries, and visits; advises superiors of commitments; makes arrangements for meetings and special conferences; arranges travel itineraries and accommodations; and prepares and submits travel and expense claims. • Provides a variety of administrative-related liaison activities on a statewide basis between administrative superiors and agency or department staff, the Governor's Office, the public, the press, legislators, legislative staff, other state agency directors or administrators and their staff and the federal government by responding to various inquiries received by telephone, email, and letter. • Provides legislative support to the Director, Deputy Director, Policy Group and other Managers in tracking legislative bills; maintaining calendars for hearings and work sessions; collecting data and preparing reports outlining the impacts of legislation or changes in procedures on agency programs and funding; assisting with updating the status of bills; formats and copies testimony; and maintains bill folders.

- Organizes meetings and tours with legislative staff through outlook calendars and personal contact, including tracking attendees, coordinating LEDS checks, and arranging for transportation. Maintains a central legislature tracking system for DOC by filing all legislation forms, testimony, and other information for agency managerial staff. Assists with tracking legislation throughout the session using the Legislative Information Notification Update System (LINUS). Compiles information and performs background research on proposed legislation as requested. Performs session and interim legislative tracking activities by working with legislators and staff to coordinate meetings with agency leadership.
- Assists with the development and content management for the agency website. Drafts, prepares, edits and compiles information for posting to the internet. Posts information to the department's main page and the other pages using SharePoint. Participates in the ongoing management of agency internet and intranet, developing and revising web-based communication programs and overseeing their execution to meet both communication plans and state and agency standards.
- Coordinates audio/video conferencing statewide. Receives requests for audio/video conferences from department staff over email, phone, or in person. Reserves dates/times with Oregon State University Managed Communications Services online system, Renovo; communicates logistics with requesting parties by email, sets up equipment and troubleshoots problems by researching reservation details online. Authorizes user permissions and oversees staff training and statewide user contacts list.
- Independently researches, locates, assembles, edits and summarizes material, information and data for administrative action; maintains written control of materials received, routed, assigned, or disposed of in the agency; may take and transcribe dictation of confidential or legal information, records and transcribes proceedings of meetings. Researches and prepares documents using information collected, data from units throughout the department and from other corrections departments around the nation. Prepares reports, narratives, statistics, correspondence, forms, survey responses, etc., from rough draft or general oral instructions. Proofreads documents for completeness, accuracy, grammar and clarity.
- Researches, edits, writes, and compiles information for staff newsletters for management review. Requests articles/pictures from the public information officers for to use in the newsletter and/or website features stories.
- Inventories supplies, equipment, and materials. Purchases, receives, and distributes supplies and equipment through established purchasing/ reimbursement channels using OfficeMax or purchase order. Sends documents by fax and receives and distributes incoming fax transmissions. Programs and maintains office equipment such as fax machine, printers, projector, camera, etc.

10%	R	E	<p>Miscellaneous</p> <ul style="list-style-type: none"> • Reviews a minimum of two daily newspapers; clips, copies, routes and files relevant articles to ensure managers are informed and aware of news affecting the agency. Monitors and distributes daily news articles. • Maintains personnel records including gathering and submitting monthly timesheets to payroll; distributes paychecks to central office division staff. • Photocopies documents, reports and correspondence generated by GECO staff for distribution to employees, news media, legislators, managers, other agencies, and the public. • Performs errands around Salem on short notice (state capitol, state printer, Department of Justice, DAS, Oregon Department of Transportation, etc.) • Other duties and special projects as assigned.

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.

- Frequent interruptions, distractions and multiple competing priorities. Required to function as a positive, dependable member of a productive team.
- Frequently deals with hostile parties requesting information or assistance.
- Exposed to hazards of working with adult felony offenders. Occasional entry into the secure perimeter of a correctional facility.
- Has regular telephone, email and in-person contact on a daily basis with staff throughout the agency, staff from other departments and agencies, legislators and legislative staff, the press and public.
- Represents DOC and acts on behalf of the Government Efficiencies and Communications Administrator when providing and receiving information; when scheduling and arranging appointments, meetings, and conferences; and when performing special projects or assignments. Often deals with sensitive issues that require confidentiality, tact, and diplomacy.

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.

- DOC Strategic Plan and Oregon Accountability Model
- Oregon Department of Corrections mission, vision and values
- Oregon Department of Corrections Rules and Procedures

- Oregon legislative process, and the distinctions between the executive, legislative and judicial branches of government and between elected officials and public employees generally.
- Associated Press Style Guide and Libel Manual

b. How are these guidelines used?

To determine most appropriate and effective means to carry out professional responsibilities.

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>			
General public, news media, DOC staff, criminal justice system representatives, offenders, DOC institutions, field office directors and staff, legislators, LPSCC members, PAC members, county officials, Governor's Office staff, corrections staff in other states.	Telephone, in person, written correspondence including mail, e-mail, fax, inmate communication. (kyte)	investigate complaints/solve problems; respond to inquiries, provide accurate and detailed information.	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

Decision:

Self prioritize work to ensure changing priorities are met.
 Determine work methods.
 Respond to unexpected office contingencies.
 Conflict resolution and disposition of inquiries/complaints.

Affect:

Productive member of GECCO.
 Achieves work objectives.
 Ensures smooth operations.
 Serves as primary agency citizen's representative/ombudsman, ensuring accurate and appropriate responses/resolutions.

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>				
Government Efficiencies and Communications Administrator	890700100	Informal conferences	Daily Basis	Assignments are reviewed upon completion for accuracy, timeliness,

				conformance to state laws, administrative rules, agency policies and procedures, and correct clerical and office practices and procedures.
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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? N/A

b. Which of the following activities does this position do?

- | | |
|--|---|
| <input type="checkbox"/> Plan work | <input checked="" 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:

A clear record of ethics, integrity and credibility underlies anyone's ability to perform the duties of this position. Clear understanding of the Department of Corrections policies and procedures.

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 cursor at end of a row (outside table) and hit "Enter".

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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, employee name and position number.

SECTION 12. SIGNATURES

Employee Signature

Date

Supervisor Signature

Date

Appointing Authority Signature

Date