



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
2-3-14

Agency: Department of Corrections

Facility: TRCI

[] 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: Office Specialist 2
b. Classification No: C0104
c. Effective Date:
d. Position No: 1300516
e. Working Title: Office Specialist 2
f. Agency No: 29100
g. Section Title:
h. Employee Name:
i. Work Location (City - County): Umatilla - Umatilla
j. Supervisor Name (optional):
k. Position: [X] Permanent [] Seasonal [] Limited Duration [] Academic Year
[] Full-Time [] Part-Time [] Intermittent [] Job Share
l. FLSA: [] Exempt [X] Non-Exempt
If Exempt: [] Executive [] Professional [] Administrative
m. Eligible for Overtime: [X] 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 is to promote public safety by holding offenders accountable for their actions and reducing the risk of future criminal behavior. The ODOC is responsible to overseeing and managing inmates in order to maintain safe, civil and productive institutions. ODOC is responsible for the safety of inmates and protection of property at their work site. The success of the ODOC mission relies heavily on the fundamentals of the 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. The department's job is to move inmates from anti-social to pro-social citizens. Staff interactions with inmates on a daily basis are without doubt the most powerful tool to reinforce pro-social behavior. Thus, the nature of relationships and communications with ODOC has been charged to keep secure and change is core to the ultimate success of Corrections. Since relationships and respect are built through repeated experiences and communications about those experiences, then what the department does and says to inmates are key to achieving long-term public safety.

Two Rivers Correctional Institution is a 600,000 plus square foot medium-security prison located in Umatilla, Oregon. The prison has a design capacity of 1812 medium-custody inmates, and a 128-bed minimum custody unit located just outside the secured perimeter of the main institution. This plays a critical role in attaining the DOC mission by contributing to the safe, humane, and efficient management of the institution.

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:

The purpose of this position is to manage and provide guidance to inmates from reception to release. *The position 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 inmates.*

The Oregon Accountability Model emphasizes the importance of criminal risk factor assessment, inmate work and programs to mitigate identified risks, staff-inmate interactions that support positive change, inclusion of families and children as a positive support in an inmate's life, successful reentry into the community, and ongoing community supervision and programming. Staff interactions with inmates on a daily basis are, without doubt, the most powerful tool to reinforce pro-social behavior. The nature of interactions with inmates is core to the ultimate success of corrections and community staff. Each employee is expected to model appropriate pro-social behavior, support positive change in individual offenders and actively support the Oregon Accountability Model through day-to-day interactions with others.

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) function.

% of Time	N/R/NC	E/NE	DUTIES
100%			<p>DUTIES AND RESPONSIBILITIES</p> <p>Secretarial/Administrative. Typical tasks: serves as secretary to an administrative superior or team; types a variety of correspondence, reports, memos, or other information from machine or voice dictation rough draft or general instructions; composes and types correspondence, reports, memos and other documents; may have authority to sign documents and/or correspondence on behalf of supervisor; receives telephone and personal callers; in absence of supervisor, screens calls which can be handled by the supervisor's subordinates, or other offices; makes referrals as appropriate; answers questions not requiring research or technical knowledge; receives and reviews incoming mail and requests for information; determines mail needing further research; gathers and assembles necessary information and submits to administrative superiors; responds to items not requiring supervisory review or resolution; maintains control records of information received, routed, assigned,</p>

or dispersed; initiates follow-up letters or memos; organizes and maintains filing systems; maintains supervisor's calendar and schedules appointments and conferences; assures that supervisor is fully briefed on matters to be considered before scheduled meetings; makes travel arrangements, arranges schedules of visits, makes reservations, notifies organizations, or officials to be visited; completes travel vouchers, expense claims, and reports; maintains attendance and other personnel and payroll records for work unit; keeps logs and statistics related to program or operation; takes minutes at meetings; performs budget related activities manually or by using a computer; participates in preparing budget projections for the biennium for personal services, services and supplies, and program budgets; monitors expenditures and compiles monthly status reports; reports deviations to supervisor; develops and revises office procedures; coordinates work on assigned projects.

Record Processing/Technical. Typical tasks: performs specialized record processing activities requiring independent judgment to make decisions or select a course of action based on laws, rules, policies, and procedures within a particular program or operation. Some examples of records processing activities are as follows: 1) reviews applications, forms, or other documents for compliance with established criteria; ensures that all necessary documentation is provided and is complete: issues permits/licenses or denies applications based upon review; 2) issues authorized payments for services; determines and takes appropriate corrective action; 3) reconstructs account transactions showing charges, payments and adjustments; determines and initiates action within established policies and procedures to resolve problems with records, billings, payments, or charges; collects and compiles data requiring specialized program knowledge as well as judgment in selecting from a variety of reports, computer printouts, logs, etc.; makes presentations to staff, students, and clients to provide information regarding new and/or changes to policies and procedures of the work unit. Employees in this class review materials for proper completion and accuracy against manual and computer-generated reports, making corrections where needed; directly input information into computerized system or codes for input by others.

Information and Assistance. Typical tasks: responds to inquiries about specific agency/program information and services or directs inquiries as necessary; explains and clarifies rules, processes, and procedures to clientele; provides information about services available; receives incoming calls and routes calls to appropriate staff.

Other duties; as assigned and necessary to complete the mission.

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 employee works inside a secure adult correctional facility. Daily contact with mostly medium-security inmates in the secure confinement of a correctional facility; subject to "call-back" in emergencies; works overtime, as required. Travel by state vehicle (employee may be required to provide own transportation in performance of duties which is compensated within state rates) to attend meetings. The employee is responsible to personally handle inmate incidents in the immediate area. The employee is responsible to prevent escapes from confinement by proper control of keys, tools, and contraband, and documenting unusual incidents as they occur. In the event of an emergency, may be assigned to any area of the institution. Possible encounters with hostile or abusive inmate's poses risk of physical injury.

Regular attendance is a requirement of this position

GENERAL DESCRIPTION OF CLASS

The OFFICE SPECIALIST 2 provides a wide variety of secretarial, technical, or minor administrative related tasks in support of an agency program or operation. In addition to a general knowledge of agency operations, the work performed requires knowledge specific to at least one agency program or operation.

Must be able to concentrate in a disruptive atmosphere with numerous clients in room simultaneously with a high noise level. Able to work around inmates and deal with subject matter that contains descriptive language, sexual content and/or violent incidents. Must have ability to testify effectively in court and before a grand jury.

Persons assigned to this position must be physically able to lift 50 pounds, operate computer equipment, and have excellent organizational skills in order to file and retrieve mail records and documents.

Required to work as a cooperative member of a team.

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.

This position requires comprehensive knowledge and understanding relating to the operations of a large correctional facility. The incumbent must use Federal and State Statutes; Department of Corrections Rules, Policies, Procedures, and Letters of Agreement; TRCI Procedures; Accounting and Business procedures, ACA Standards; Multi-State Standards; and Case Law.

b. How are these guidelines used?

Assignments may necessarily involve any area of the institution. Requires a comprehensive knowledge of the above guidelines to analyze situations, formulate an opinion, and generate an appropriate response/decision. Used as specific instructions, setting specific requirements for care and custody. Also used as general guidelines, outlining parameters within which judgments and decisions are to be made.

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 State Agencies	Telephone/In Person	As needed	Daily
Inmate Family Members	Phone	Regarding rule requirements	Daily
Inmates	Correspondence/In Person	Mail inquiries	Daily
Institution Staff	Written/In Person/Phone	Discussion	Daily
Supervisors	Written/In Person/Phone	Discussion/Directions	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

GENERAL DESCRIPTION OF CLASS

The OFFICE SPECIALIST 2 provides a wide variety of secretarial, technical, or minor administrative related tasks in support of an agency program or operation. In addition to a general knowledge of agency operations, the work performed requires knowledge specific to at least one agency program or operation.

DISTINGUISHING FEATURES

This is the fourth level of a four-level series. The OFFICE SPECIALIST 2 is distinguished from the OFFICE SPECIALIST 1 by the administrative/technical assignments which involve different and unrelated processes and methods. Work consists of a variety of duties which differ in nature and sequence because of the particular characteristics of each transaction, case, or assignment. Numerous guides, instructions, regulations, manuals, precedents, etc., are applied in carrying out assignments. Guidelines and precedents are less detailed and explicit. Judgment is required in analyzing situations and making decisions on selecting the most appropriate course of action within the established procedures.

Incomplete/inappropriate/incorrect documentation can lead to re-work at minimum and/or potential legal ramifications.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
As assigned		In person	daily	Supervisory

SECTION 9. OVERSIGHT FUNCTIONS
