



correctional facilities, developing policies regarding code compliance and other facility issues, while ensuring that correctional environments are appropriate for delivery of programs in compliance with federal and state statute and case law. Facilities Services supports established correctional institutions by initiating and maintaining local government and public involvement throughout the life of correctional facilities, advising Department leadership on property and facility management issues, advising Department leadership on pertinent land use and governmental joint powers issues, and managing the portfolio of leased and owned facilities for the Department.

**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 mail services for staff in the Dome Building and the other Central Office satellite locations. It also provides reception services for staff and visitors to the Dome Building.

---

### **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.

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
30	NC	E	<p>Processes all incoming and outgoing mail within a 24 hour period (not including weekends or holidays) by working with Garten, USPS, UPS and DAS Shuttle. Uses Neopost postage meter, G2 IMCM mailroom and shipping software, and other equipment necessary to accomplish tasks. Prints reports for accounting purposes. Verifies incoming packages for correct delivery address and re-routes as needed.</p> <p>Opens all mail from inmates addressed to the director, deputy director, Operations Division, Parole Board and other units as requested, to inspect for suspicious materials.</p> <p>Daily – delivers/picks up mail to/from the Central Distribution Center (4 stops) and Central South (4 stops). Maintains security of money orders and hand carries at all times.</p> <p>Occasional pick up/delivery to/from other Salem DOC sites or local government agencies. Maintains security of hand carries at all times.</p>
30	NC	E	<p>Greets incoming and outgoing staff and visitors. Ensures visiting staff and visitors log in and out and wear DOC ID or visitor's badge. Checks driver's licenses or other ID as needed. Notifies staff of arrivals. Receives incoming calls and responds to or redirects as appropriate. Returns messages at the first opportunity. Assists visitors with Telmate kiosk. Posts daily conference room calendars.</p>
15	NC	E	<p>Receives and logs money orders/cashier's checks for deposit in inmate Trust accounts. Verifies accuracy of log prior to sending deposits to Trust. Maintains the security of the deposits at all times.</p>
10	NC	E	<p>Assists Dome Operations &amp; Maintenance Manager with a variety of tasks including, but not limited to, special projects, developing spreadsheets, doing research, compiling data and creating reports.</p>
5	NC	E	<p>Logs and tracks inmate work crew attendance and completes sign in/out process with transporting officers. Provides back up inmate supervision in the absence of Dome Maintenance Specialist or Dome Operations and Maintenance Manager. Assists with daily inmate count as needed.</p>
5	NC	E	<p>Provides key control for master key set, mailbox keys, outside work crew supervisor keys, and the other keys that are stored in the reception lock boxes. Places orders for office equipment and supplies. Calls in equipment service requests.</p>
5	NC	E	<p>Trains temporary staff, back-up staff and volunteers. Arranges for back-up coverage as needed. Completes special projects for staff as needed. Serves as a Dome Building Emergency Monitor.</p>

---

## 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.**

**Daily:**

- Walking, sitting, standing, lifting, pulling, pushing, bending, stooping, moving carts, reaching overhead, keyboarding, operation of motor vehicle. Must be able to lift 30 pounds.
- At risk from tampered/suspicious mail sent in by inmates and members of the public.
- Works under pressure of deadlines.
- Works in the presence of inmates and at times directly supervises inmates.
- Exposure to temperature fluctuations because outer doors/windows are frequently accessed.

**Frequently, if not daily:**

- Deals with staff, delivery drivers, members of the public, etc., who are angry or frustrated.

**Required:**

- Must have a valid Oregon driver's license and must be able to drive in inclement weather.
- Must be dependable and have excellent attendance.

---

## 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 Rules and Policies
- Reception Desk and Mailroom Desk manuals
- Equipment operating manuals
- State Vehicle Use policy and operating manual
- Oregon vehicle codes.
- Pre-sort mail contract.
- Interagency mail regulations.

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

The guidelines are used as a basis to make decisions pertinent to the position.

### 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>			
DOC staff	Telephone/E-mail/In person	Exchange information, provide service	Daily
Delivery personnel	Telephone/In person	Exchange information, provide service	Daily
Supervisor	Telephone/E-mail/In person	Exchange information, provide service	Daily
Public	Telephone/In person	Exchange information, provide service	Daily
Inmates	In person	Provide information, direction	Daily
Other agency staff	Telephone/E-mail/In person	Exchange information, provide service	As needed

### SECTION 7. POSITION RELATED DECISION MAKING

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

- Must use care and diligence to ensure mail is delivered to the correct location.
- Must prioritize tasks to ensure all deadlines are met.
- Must ensure all visiting staff and visitors sign in/out and wear appropriate identification.
- Makes decisions relating to safety and cleanliness.
- Must determine how to respond to or re-route a caller or visitor.
- May have to deal with a vehicle breakdown or accident.

Poor decision making:

- May result in misdirected mail, postage overcharges or damage to equipment.
- May cause delays in work completion, impacting self or others;
- May cause callers or visitors to be directed to the wrong person for assistance.

### 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>				
Manager/Dome Operations & Maintenance	6000048	Personal observation, feedback from staff/others	Daily / as needed	Ensure operations are running smoothly.

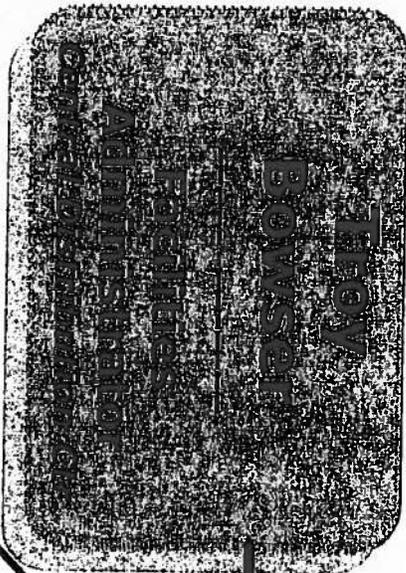
### SECTION 9. OVERSIGHT FUNCTIONS

THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY



# Oregon Department of Corrections

General Services Division; Facilities Services; Dome Operations & Maintenance  
March 7, 2014



**Susan Roberts**  
-----  
Manager  
MMN X7002  
6000048

**Cindy Kepler**  
-----  
Reception /  
Mail Services  
C0103  
8904009

**Vacant**  
-----  
Reception/  
Mail Services  
C0103  
8900552

**Noe Pequeno**  
-----  
Facility  
Maintenance  
Specialist  
C4012  
1010012

**Inmate  
Workcrew**

\_\_\_\_\_