
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.

Managers and supervisors are expected to provide leadership that contributes to the establishment of a working environment that is positive, productive and free from harassment and discrimination. As part of this effort, managers and supervisors are expected to participate in and encourage others to participate in the agency's activities that support affirmative action. This includes recruiting, selecting, retaining and promoting individuals with diverse background who are committed to the mission and values of the Department.

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
45%	R	E	<p>Clerical/Secretarial Duties:</p> <ul style="list-style-type: none"> • Write and/or furnish information required for reply to administrative and confidential correspondence, requests for information, surveys, reports, and personnel related data. Work independently to research, locate, assemble, edit, and summarize material and information for administrative action. Record, transcribe, and write proceedings of meetings and conferences. Research information and compose correspondence, reports, memos and other documents. • Process division mail. Maintain control of materials received, routed, assigned, or disposed of. Structure and maintain file system for correspondence, reports, instructions, guidelines, and similar material frequently referred to by supervisor. • Maintain supervisor's calendar and advise supervisor of commitments. Make all arrangements for meetings and special conferences, including participants, agenda, location, etc. Arrange travel itinerary and accommodation. Prioritize and schedule people, events, and items requiring the attention of supervisor. • Serve as communication link between supervisor and management team, other agency staff and management, other state agencies, legislative staff, personnel, and the public. Respond to complaints or concerns by obtaining all pertinent details and contacting appropriate agency official or department for necessary action.
25%	R	E	<p>Administrative Duties:</p> <ul style="list-style-type: none"> • Provide support for Enterprise Risk Management. • Actively participate in division management team meetings to resolve problems and discuss and formulate goals and objectives. Complete assignments received in management team meetings, including: writing, interpreting, and applying DOC, DAS, and Union contracts, policies, and procedures. Perform a variety of research activities and write reports as needed for distribution and/or presentation at management team meetings. • Monitor monthly budget and expenditure reports. Perform session and interim legislative tracking activities and maintain documentation for division related legislation and/or supporting testimony. Maintain manuals and records for Department rules and procedures. Work with supervisor and Human Resources staff to recruit for, hire, and process paperwork as needed. Receive, review, and submit monthly time sheets for administrators. Maintain manuals and confidential files related to personnel reports and miscellaneous information for the entire division <p>• Provide overall coordination for General Services related to</p>

communication such as website, newsletters, etc.

30%

R

E

Relationships With Others:

- Perform telephone and in person contact with staff and management throughout the department, other state agencies, and the public as needed.
- Work closely with and on behalf of supervisor and administrators when scheduling appointments, meetings, conferences, special projects, and assignments.
- Serve on adhoc committees and perform other duties and special projects when assigned by assistant director.

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.

Majority of duties will be performed in an office environment, with occasional in-state travel to field offices and institutions. Problems and pressure involved to meet scheduled deadlines. Daily contact with inmates on work assignments in building.

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.

- o Oregon Revised Statutes (ORS)
- o Oregon Administrative Rules (OAR)
- o Department of Corrections Rules, Procedures, and Policies
- o Department of Administrative Services Rules, Policies, and Procedures
- o Union Contracts

b. How are these guidelines used?

To establish procedure or guidelines for performance or work and program activities. To assure uniformity and consistency in decision making and to assure meeting financial and legal requirements.

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?
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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".

DOC Management		All:	
DOC Represented Staff	Telephone, In Person, Correspondence	Provide/Receive Information and/or Direction	As Needed
Dept of Admin Services			

Dept of Justice
 Other Governmental
 Agencies
 Vendors/Contractors

SECTION 7. POSITION RELATED DECISION MAKING

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

To ensure that appropriate governmental accounting and administrative rules and procedures are followed and adhered to by Department and Division management and staff, the person in this position must: prioritize workload; determine the status of unit workload and projects to ensure that Division activities are completed in a timely manner; ensure that critical deadlines are met; provide appropriate and accurate information and direction to staff, the public, direct visitors and callers; and determine that procedures and practices are consistent with state and department policies, rules, regulations, and accepted governmental principles.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
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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".

PEM G	6000625	In Person, Telephone, Email	Daily	To assure smooth flow of work
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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? 0
- b. Which of the following activities does this position do?
 Plan work Coordinates schedules
 Assigns work

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:

Incumbent must have ability to deal with variety of people in an effective manner and have the flexibility to manage a large variety of tasks and rapidly changing priorities.

LEDS certification to allow the use of LEDS to access background checks/criminal history/DMV information, personnel reviews and visitors.

Bilingual Spanish / English: Employee will be using her bilingual skills as necessary for various customers having business at the Dome Bldg who need assistance with Spanish interpretation.

BUDGET AUTHORITY: If this position has authority to commit agency operating money: N/A

Operating Area	Biennial Amount (\$00000.00)	Fund Type

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	<u>3/21/2014</u> Date		