



**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 clerical support for the OISC Central Unit, facility access supervision, and receive and respond to public inquiries in person and via phone as well as through electronic avenues.

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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.

Correctional Outcomes through Research and Engagement (CORE), is designed to monitor and measure the work we do every day. This allows DOC to identify opportunities to improve and/or streamline processes, use data to identify constraints, effectively use resources and, ultimately, promote public safety. CORE provides employees with opportunities to influence and improve the fundamental ways we do business.

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%	R	E	<p><b><u>Telephone Operation, Release of Information, Electronic Document Archival</u></b></p> <ul style="list-style-type: none"> <li>• Answer incoming phone calls, responding to requests for information utilizing the Corrections Information System (CIS).</li> <li>• Forward calls as appropriate to other staff members.</li> <li>• Access OISC email site, review all requests for information received.</li> <li>• Forward to staff throughout the Department all requests for specific information requiring business owner response.</li> <li>• Apply electronic archival software to documents received from courts and counties as well as mail received for offenders that has been imaged and saved. Electronic archiving software attaches metadata to the electronic file that is used to store and retrieve the data. The data is used in the event the offender is returned to prison, for release due to a public records request and for various court, investigation and intelligence work upon request.</li> <li>• Open all electronic data pertaining to offenders, evaluate the content, and investigate the offender in question to ascertain whether the individual is currently in custody with the Department.</li> <li>• Distribute the electronic documents appropriately. If the electronic document being archived pertains to a current inmate, print and send a copy to the analyst handling the case for use in sentence calculation. For non-inmate offenders, electronically archive the data for permanent storage or processing in compliance with the DOC Records Retention schedule and the Secretary of State Retention policy.</li> <li>• Prepare and distribute clemency documentation upon request from the Governor. Track receipt and distribution in the designated clemency database.</li> </ul>
35%	R	E	<p><b><u>Mail Processing, Release of Information</u></b></p> <ul style="list-style-type: none"> <li>• Upon receipt, open and date stamp all mail. Sort all mail by category.</li> <li>• Investigate documents relating to inmates using CIS, placing State ID numbers on the documents prior to distribution when appropriate.</li> <li>• Investigate and reply to all requests for general information via mail/facsimile/email.</li> <li>• Distribute Departmental mail, court orders and</li> </ul>

			<p>subpoenas, Youth Offender information, medical department forms and information requests to the appropriate staff for processing.</p> <ul style="list-style-type: none"> <li>• Prepare mail for document imaging when appropriate by following OISC procedure and policy. Evaluate material for relevance and content in regards to the DOC Records Retention Schedule and the Secretary of State Retention policy, group and distribute per OISC policy.</li> <li>• Prepare outgoing mail for distribution, separating and bundling mail for efficient distribution to various locations.</li> <li>• Assist in the establishment of mail processing procedures to ensure the process remains current and efficient.</li> </ul>
20%	NC	NE	<p><b><u>File System and File Maintenance</u></b></p> <ul style="list-style-type: none"> <li>• Prepare new inmate sentencing and institution files. Prepare hard cover, adds blank tabs, and ensure adequate blank files are available for weekly intake of inmates. Prepare and distribute end tab file numbering stickers to appropriate staff.</li> <li>• Replace damaged or deteriorated file folders as necessary.</li> <li>• Log incoming and outgoing institution files in designated file system database.</li> </ul>
5%	NC	E	<p><b><u>Facility Access</u></b></p> <ul style="list-style-type: none"> <li>• Monitor front door to ensure visitors and guests are promptly granted access while restricting access to all others without prior approval of manager or designee.</li> <li>• Ensure that all visitors and guests sign facility access register.</li> </ul>
5%	NC	E	<p><b><u>Receiving Deliveries</u></b></p> <ul style="list-style-type: none"> <li>• Receive all deliveries verifying receipt of all merchandise ordered.</li> <li>• Sign for deliveries.</li> <li>• Forward packing slips to appropriate staff member.</li> <li>• Ensure the appropriate re-use or recycle of applicable supplies.</li> <li>• Inventory supplies and notify appropriate staff when necessary so orders can be submitted in a timely manner.</li> </ul>
5%	NC	NE	<p><b><u>Other Duties</u></b></p> <ul style="list-style-type: none"> <li>• Additional duties as assigned to carry out the goals of the Offender Information and Sentence Computation unit.</li> <li>• Proofread assigned documents for grammar and spelling.</li> </ul>

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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.**

Work is performed in an office setting and includes extended periods of time sitting at a computer terminal, extended periods of time standing, frequent telephone conversations, research in policy / office manuals, bending, stooping and stretching to reach / obtain / maintain inmate files. Incumbent must be able to move full boxes that may weigh 35 pounds. Contact with inmates is likely and the possibility of exposure to dangerous situations (e.g. verbal or physical assault) does exist. This position is subject to response during working and non-working hours to emergencies within the Department and is subject to assignment to other areas of the Department including inside a correctional facility. This position is located at Coffee Creek Correctional Facility, OISC Records Office, Building Z, Wilsonville, Oregon.

## 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, Procedures & Policies	Interstate Agreement on Detainers	LEDS/NCIC Manual & Directives
DOC Administrative Directives	Interstate Compact Procedures	Notary Public Guidelines & Regulations
Oregon Administrative Rules	ACA Standards/Case Records	Oregon Revised Statutes
Federal Laws	OISC Policy & Procedures	OISC Administrative Directives
Oregon State Archives Record	Criminal Code of Oregon	Attorney General Opinions/Case Law

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

These guidelines are used to assure compliance with applicable regulations and standards for equal and consistent treatment of inmates; assist in applying the policies and procedures, and to apply these interpretations to specific situations. While these guidelines cover basic situations, they do not provide or supply answers to the many combinations of problems that the incumbent must resolve.

## 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 Institution/DOC staff	Phone/in person/ email	Information sharing	Daily
Courts	Phone/mail	Operational	Daily
Public	Phone/mail/email/in person	Informational	Daily
Federal Marshall & other Federal Agencies	Phone/person/mail	Operational	As needed

Oregon & other state law enforcement agencies	Phone/mail/person	Operational	As needed
Board of Parole & PPS	Phone/mail/email	Operational/Information sharing	As needed
DOC Administration	Phone/mail/person	Informational	As needed
Public/Private Agencies	Phone/mail/email	Public Information sharing	As needed
Other State Agencies	Phone/mail/email	Informational	As needed
DOC Community Corrections	Phone/mail/email	Operational	As needed

## SECTION 7. POSITION RELATED DECISION MAKING

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

Poor decision-making may result in litigation against the Department of Corrections and has the potential for compromising the security of the Department and individuals in the community.

## 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>				
Principle Executive Manager B	0024003	Discussion with employee	Weekly	Provide guidance and direction

## 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  |
| <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:

**The Receptionist:**

- Position requires initiative and performance without constant supervision. However, incumbent must recognize their scope of responsibility and seek manager direction prior to acting outside defined role.
- Must be able to work and function effectively in a constantly changing environment. Requires ability to remain flexible and embrace change, recognizing its value and contribution to the mission, values and goals of the Oregon Department of Corrections. Must readily grasp and implement such change.
- Is directly responsible for accomplishing the specific objectives of this position.
- Can interpret orders and instructions reasonably well. Knows how the work affects other areas.
- Can suggest changes in methods and objectives and can implement desirable improvements.
- Will adhere to the high standards of conduct as set forth in the Department of Corrections Code of Ethics.
- Must be able to function in a cooperative team environment and make positive contributions to achieving unit goals.

**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>		

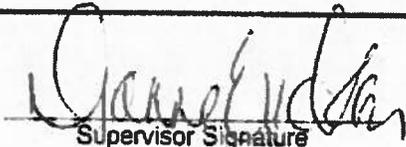
**SECTION 11. ORGANIZATIONAL CHART**

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

5-7-14  
Date

\_\_\_\_\_  
Appointing Authority Signature

\_\_\_\_\_  
Date