STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
01.08.16

This position is:
☒ Classified
☐ Unclassified
☐ Executive Service
☐ Mgmt Svc – Supervisory
☐ Mgmt Svc – Managerial
☐ Mgmt Svc - Confidential

Agency: Department of Corrections

Facility: Coffee Creek Correctional Facility

☐ New ☒ Revised

SECTION 1. POSITION INFORMATION

a. Classification Title: Office Specialist 2
b. Classification No: C0104
c. Effective Date:
d. Position No: 0100166
e. Working Title: Operations Support
f. Agency No: 29100
g. Section Title: Security
h. Employee Name:
i. Work Location (City – County): Wilsonville / Washington
j. Supervisor Name (optional): Minimum Operations Captain
k. Position: ☒ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year
☒ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share
l. FLSA: ☐ Exempt ☒ Non-Exempt
If Exempt: ☐ Executive ☐ Professional ☐ Administrative
m. 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.

Coffee Creek Correctional Facility is a 1,672-bed state prison located in the Portland metropolitan area, near the town of Wilsonville. Prison operations include: 432-bed adult male intake center; 700-bed adult women's medium security unit which includes 64 special housing beds; and a 540-bed adult women's minimum security unit. The CCCF superintendent reports to the Institution Administrator and Assistant Director of the ODOC Operations Division and is responsible for general operation of the facility and liaison with the local community. Other major program components located at CCCF which are administered by other ODOC divisions and are coordinated by the facility administration include: Health Services, Mental Health, Alcohol and Drug, Work Force Development, Oregon Correctional Enterprises, Offender Information and Sentence Computation Unit.

The CCCF Minimum-Security Unit is located outside the secure perimeter of the main institution, within a separate fenced compound. The unit provides dormitory-style housing for 540 incarcerated women classified as minimum custody, 432 general population and 108 in residential treatment beds, which are typically serving shorter prison sentences and/or within a few months of release. There are two inmate

living buildings: one is for general population and one for a residential alcohol and drug therapeutic community. Programming for general population inmates include adult basic education, workforce training, life skills/transition and mental health counseling. Work opportunities for inmates include institution support assignments, a "cottage industry" program and community service work crews.

Coffee Creek Correctional Facility emphasizes implementation of the Oregon Accountability Model (OAM), which states that all staff of the Oregon Department of Corrections are responsible for contributing to long-term public safety by influencing sustainable offender change. The OAM depends upon a team approach to custody with the 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 DOC 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 OAM.

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 a wide variety of administrative and confidential clerical services and support to the Minimum Operations Captain, promoting harmonious working relationships with other sections within the institution as well as other agencies. The person filling this position ensures appropriate prioritization and timely completion of assigned tasks, generally working independently with little or no supervision.

The person filling this position will regularly assist the Minimum Operations Captain. When called upon, this position will provide clerical assistance to other support areas where needed to meet the operational needs of the institution to include Security Support, CRU Support, facility receptionist, mailroom and other areas as directed.

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
Note: *If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".*			
50%	N	E	**Clerical Support:** Provide clerical support to the administrator/team. Generate a variety of correspondence, memorandums, reports and other documents, often of a confidential nature, from machine or oral dictation, handwritten or typed drafts; maintain control of records of information received; route assigned or dispersed initiates follow-up letters or memos; organize and maintain filing systems; maintain supervisor's calendar and schedule appointments and conferences; ensure that supervisor is fully briefed prior to scheduled meetings; schedule inmate professional telephone calls and visits; assist with Inmate Processing data entry and clerical duties; schedule, maintain and set up video hearing equipment; maintain LEDS certification to assist in overall need for LEDS checks of visitors, contractors, etc. and update LEDS database; prepare Visitor Authorizations; maintain Oregon Notary Public certification to assist in overall need for Notary Public services; coordinate travel arrangements; schedule visits and room reservations, notify organizations or officials to be visited;

			complete travel expense reports; maintain logs related to programs; take minutes of meetings; coordinate work of assigned projects. Duties may also include: shredding, filing, delivering mail, archiving, working on special projects as needed, etc.
30%	N	E	**Public Relations:** Regular contact in person, by telephone, and in writing with agency staff, other state and federal agencies, and/or the general public. Screen incoming telephone calls; direct calls to appropriate sections/staff and/or DOC facility as needed; answer and provide information to callers, which requires extensive knowledge of institution programs and issues as well as CCCF and Department of Corrections organizations, structure, and philosophy. Screen and resolve issues when appropriate. Callers include families, legislators, criminal justice agencies attorneys, etc.
10%	N	E	**Security:** Assist in the prevention of escapes by proper control of keys, tools, and contraband, as well as documenting unusual incidents as they occur; conduct safety and sanitation checks of assigned work area and ensure proper documentation of any discrepancies. Conduct pat down searches of assigned inmate orderlies. Review work and oversee assignment of two inmate orderlies for the administration area on a daily basis.
5%	N	E	**Procedures:** Maintain DOC Rules and Policy manuals. Update manuals when information is received, replacing outdated materials with current rules and policies**.**
3%	N	E	**Monitor and Order Office Supplies:** Conduct annual property inventory of office. Monitor and maintain appropriate inventory of office supplies.
2%	N	E	**Other Duties as Necessary:** Provide clerical assistance to other areas where needed during staff vacations/vacancies or times of increased workload. Other areas include facility receptionist, CRU support staff, mailroom assistance, and other areas as directed. Conduct safety and sanitation checks of the administration area and complete all necessary paperwork.

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.

Work is performed in a correctional facility housing close, medium and minimum-security inmates. Inmates have the potential for becoming angry, hostile, abusive, and/or aggressive, increasing the risk to employees of physical injury, death and/or being taken hostage. There is an inherent responsibility to provide assistance through recall and/or reassignment during inmate unrest and other emergency situations that may occur at the institution.

Performance of this position may involve sitting for long periods of time, extensive walking to and from the Minimum and Medium facilities multiple times each day, and may at times involve standing for long periods of time. Also necessary is the operation of computers for potentially long periods of time, including word processing, electronic mail and other specialized program access/usage.

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.

Department of Corrections Rules and Procedures
Institution Procedures and Post Orders
Oregon Administrative Rules (OAR)
Oregon Revised Statutes (ORS)
Law Enforcement Data System Manual (LEDS)
Oregon Notary Public
Computer software and equipment manuals

b. How are these guidelines used?

These guidelines are used as reference to provide parameters within which judgments and decisions are made regarding work and program activities to ensure uniformity and consistency in decision-making and to ensure legal requirements are met. Equipment and computer manuals are used for reference and to ensure proper operation of equipment.

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?
DOC Management/Staff	In person/telephone/fax/ e-mail/written	Liaison/information/operations	Daily
CCCF Administrators/ Program Managers	In person/telephone/fax/ e-mail/written	Liaison/information/operations	Daily
Inmates	In person/written	Respond to inquiries/Supervision of	Daily
General Public	In person/telephone/fax/ written	Give/receive information/direction	Daily
Law Enforcement Agencies	In person/telephone/fax/ e-mail/written	Give/receive information/direction	As needed

SECTION 7. POSITION RELATED DECISION MAKING

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

The person in this position must be acquainted with DOC and CCCF rules, policies, and procedures so appropriate decisions may be made as questions arise regarding daily inmate conduct.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Correctional Captain (Minimum. Operations)	X6780	Personal contact Observation of daily assignments Annual performance appraisals	Daily Daily Annual	To provide progress reports on projects, identify and develop solutions to problems and provide employee with directions if necessary.
Asst. Supt. of Security	X7706	Personal contact	As needed	

SECTION 9. OVERSIGHT FUNCTIONS

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
- ☐ Assigns work
- ☐ Approves work
- ☐ Responds to grievances
- ☐ Disciplines and rewards
- ☒ Coordinates schedules
- ☐ Hires and discharges
- ☐ Recommends hiring
- ☐ Gives input for performance evaluations
- ☐ 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

N/A

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

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.

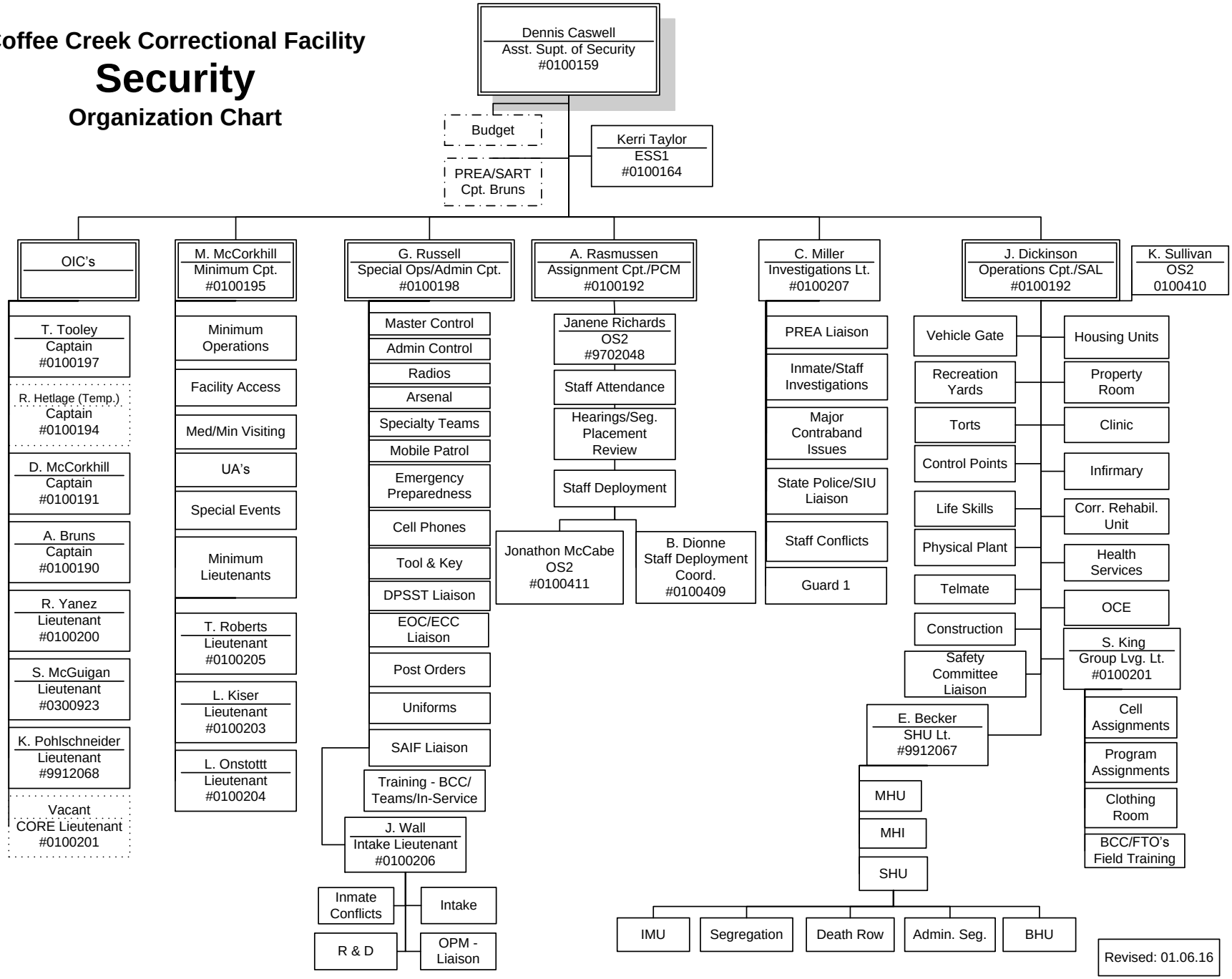
SECTION 12. SIGNATURES

Employee Signature _____ Date _____

Supervisor Signature _____ Date _____

Appointing Authority Signature _____ Date _____

Coffee Creek Correctional Facility

Security

Organization Chart