

releasing citizens who contribute to society. Interactions with inmates on a daily basis are without a doubt our most powerful tool to reinforce pro social behavior. Thus, the nature of our relationships and communications with those we have been charged to keep secure and change are core to our success. Relationships and respect are built through repeated experiences and each employee is expected to model pro social behavior to support positive change in offenders by actively supporting the Oregon accountability model through their day-to-day interactions with offenders and staff alike.

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 technical/clerical support to Distribution Services statewide under the direction of the Statewide Commissary Operations Manager. The incumbent assists in a wide variety of tasks, including general office management, maintaining records and files, implementation of purchasing and accounting procedures, personnel management processes financial reporting and customer service for the various Commissaries and Warehouses throughout the state.

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
20%	NC	E	Provides technical/clerical support to the Distribution Services management team. Arranges meetings between staff and others. Processes security check information for vendors and other guests' entry into institutions. Answers questions from the public, staff, or inmates on Distribution Services operations, analyzes situations and resolves challenges using knowledge and interpretations of rules and procedures. Gathers and compiles information to compose correspondence, reports, memos, work orders, grievances and any other documents related to Distribution Services operations. Receives incoming telephone calls and office visitors. Screen calls, answers inquiries and complaints, and make referrals to appropriate staff members regarding specific issues. Conducts research and provides briefing to assist with response to inquiries. Prepares responses to inmate communications and maintains tracking of these and other customer service issues. Coordinates processing of inmate work assignment and PRAS award documents. Assures managers are fully briefed on matters as they arise. Attends Distribution Services meetings and prepares minutes and agendas.
20%	NC	E	Develops, maintains and revises basic office procedures. Maintains efficient record keeping and document filing systems, and proposes modifications or revisions as necessary. Prepares general correspondence and Distribution Services business documents for files. Responsible to appropriately process and file copies of purchase requests, invoices and inventory records. Sorts mail and processes in accordance with institution directives and procedures. Inventories office supplies and submits replenishment orders to maintain sufficient supplies on hand for daily operations. Checks orders for completeness and handles and damage or reordering issues.
25%	NC	E	Enters information into, and retrieves information from automated financial accounting management information systems (TAG, AFAMIS) under direction of supervisor(s). Maintains and tracks requests for delivery of product, vendor payments and closures of requests. Works with Accounting and Purchasing units to most efficiently complete Distribution Services business. Assists staff by inputting and updating data into TAG and AFAMIS. Maintains tracking system and ensures invoices and other billings are paid in a timely manner.

33%	NC	NE	Assists Distribution Services managers with personnel management related processes and paperwork. Maintains employee work schedules, time sheets and overtime records for staff. Prepares correspondence and documentation related to hiring of new staff and schedules job applicant interviews. Maintains employee training records. Makes travel arrangements for Distribution Services managers and other staff. Prepares Travel Expense Data Sheets (TEDS) for signature and tracks through the accounting system to verify reimbursement to program staff in a timely manner. Communicates with state travel agent to obtain best travel arrangements. May serve as back up to other Distribution Services support staff as needed.
2%	NC	NE	Performs errands, works with other staff to ensure efficiencies in operations and ordering. May be assigned special projects by supervisor. Other duties as assigned.

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 incumbent will be expected to share the mission, vision, and core values of the department; the position requires being a role model of pro-social behavior and having an attitude that conveys dignity and respect in the treatment of others; the incumbent must be able to acknowledge that everyone is capable of positive change.

General knowledge of personnel practices and current collective bargaining agreements. Purchasing rules and procedures; personal computer skills; skill and experience in resolving supply and delivery problems; skill in written and oral communication; ability to complete tasks in a timely manner with emphasis on thoroughness and accuracy and ability to place customer service ahead of personalities.

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.

Oregon Revised Statutes & Oregon Administrative Rules
 Department of Corrections Rules & Policies
 ODOC and DAS Purchasing, Fiscal Management and Auditing Rules and Policies

b. How are these guidelines used?

As reference documents and guidelines for accomplishing daily work

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>			
Correctional Facility staff and managers	Phone/In Person	Problem solving, Program Coordination	Daily
ODOC Fiscal Services Managers and Staff	Phone/In Person	Problem Solving, Information Sharing	Daily
Vendors, Suppliers	Phone/In Person	Purchasing, Problem Solving	As Needed
ODOC Human Resources Division Staff	Phone/In Person	Problem Solving, Information Sharing	As Needed
Inmates & General Public	Phone/In Writing	Problem Solving, Information Sharing	As Needed

SECTION 7. POSITION RELATED DECISION MAKING

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

This position frequently works independently of direct supervision and must determine research and resolve issues related to Central Warehouse Operations of a non-routine nature.

This position makes decision within the context of daily personal workload processes and priorities. These have an effect on the productivity and effectiveness of Commissary operations.

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>				
Statewide Commissary Operations Manager	PEM E	In person, via telephone and/or email	Daily	Annual review to promote pro-active, accountable and responsible work.

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 checked="" 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 checked="" type="checkbox"/> Responds to grievances | <input type="checkbox"/> Gives input for performance evaluations |

