



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
7/15/14

Agency: Oregon Department of Corrections

Facility: OSP

[ ] New [ ] Revised

This position is:

- [x] Classified
[ ] Unclassified
[ ] Executive Service
[ ] Mgmt Svc – Supervisory
[ ] Mgmt Svc – Managerial
[ ] Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

a. Classification Title: Office Specialist 2
b. Classification No: C0104
c. Effective Date: 07/01/1987
d. Position No: 0001.001
e. Working Title: Clerical Support
f. Agency No: 29100
g. Section Title: OSP Food Services
h. Budget Auth No: 000086280
i. Employee Name:
j. Repr. Code: CP
k. Work Location (City – County): Salem / Marion
l. Supervisor Name: Keith Davis
m. Position: [x] Permanent [ ] Seasonal [ ] Limited Duration [ ] Academic Year
[x] Full-Time [ ] Part-Time [ ] Intermittent [ ] Job Share
n. FLSA: [ ] Exempt [x] Non-Exempt
If Exempt: [ ] Executive [ ] Professional [ ] Administrative
o. Eligible for Overtime: [x] 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.

The mission of the Oregon Department of Corrections is to promote public safety by holding offenders accountable for their actions, and reducing the risk of future criminal behavior.

The Department provides administrative oversight and funding for the community corrections activities of Oregon's 36 counties, interstate compact administration and jail inspections, data services regarding all felons statewide and performance evaluation of community corrections.

The Department's priorities are determined by its biennial strategic plan, which is based on legislatively approved performance measures and other measures determined by the Department to advance the goals of the Oregon Accountability Model (OAM). DOC is responsible for over 14,600 inmates in 14 state prisons and in the custody of other state agencies (Oregon Youth Authority), and offenders in two counties. It advises and evaluates counties regarding the administration of probation and parole programs supervising more than 33,000 offenders in Oregon communities. The Department has a staff of more than 4,500 employees as well as large numbers of contractors and volunteers, and operates with a biennial budget of approximately \$1.5 billion. DOC maintains agreements to exchange inmates for security and other reasons

with approximately 25 other states. The inmate population, employee base, and operating budgets are in a period of expansion and change. DOC also is under a constitutional mandate to employ all eligible inmates in jobs or job training. The Department's priorities are determined by its biennial strategic plan, which is based on legislatively approved performance measures and other measures determined by the Department to advance the goals of the Oregon Accountability Model (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 clerical support for the food Service Manager at OSP and MCCF.

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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.

The Oregon Department of Corrections has a zero-tolerance of sexual abuse and sexual harassment within its Institutions/Administration Buildings/Facilities owned, operated, or contracted. The intent of the Prison Rape Elimination Act (PREA) is to ensure a safe, humane, and secure environment, free from the threat of sexual abuse and sexual harassment for all inmates and employee/volunteer/contact/intern workers.

All forms of sexual contact and sexual harassment between inmates and employees/volunteers/

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contractors/interns are prohibited by Oregon Department of Corrections policy. Therefore, if you are aware of any such incidents, you have a duty to report them to your supervisor.

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>Monitors work priorities and time frames to meet targeted deadlines, completing projects with little or no supervision.</p> <p>Type letters, memos, reports and other documents both of a confidential and non-confidential nature from hand, typewritten drafts or oral instruction for the Food Service Management team, ensuring accuracy with proper grammar, spelling, and punctuation. Selects appropriate format for lists, charts, memos, reports, statistical tables, or correspondence.</p> <p>Transcribes and processes to rough draft or final style. Types documents and manuscripts from limited information such as notes and sketches determining correct terminology. Transcribes and processes both standardized and non-standardized text and documents formats a full range of text applying new applications to automate production workloads; proofreads and edits and maintains equipment. Prepares and distributes memos to all Food Service staff and assures that all have read and signed off on each one.</p> <p>Maintains supervisor’s schedule. Posts all department rules and policies for Food Service office manuals and OSP procedures. Develops and maintains operational forms and tracking systems via the use of computer software such as ACCESS and EXCEL, to include spreadsheets, database and table applications. Provides current weekly inmate menus, formulas and recipes. Provides staff with the production sheets and files the reports weekly. Maintains current files on therapeutic diets, and notifies staff of any changes. LEDS certified. Runs criminal background checks on staff for annual evaluations, visitors, supplies and new hires. Maintains staff working files.</p> <p>Maintains a ServSafe Manager Proctor Certification from the</p>

			<p>National Restaurant Association and proctors testing for ServSafe manager Certification for food Services employees of OSP and other area institutions. The ServSafe program is recognized and accepted by more federal, state and local jurisdictions than any other food safety program.</p>
50%	NC	E	<p>Receives and places telephone calls, assuring pertinent information is disseminated immediately and forwarded to appropriate staff. Couriers supplies, equipment, files, correspondence to and from, within the institution.</p> <p>Maintains accurate files associated with day-to-day operations in the food service department, setting up and filing letters, reports, memos, etc...for expedient reference and retrieval. Responsible for reviewing and purging files in accordance with archive retention schedules.</p> <p>Takes the lead in the hiring process by preparing all paperwork and getting signatures for recruitment and hiring of new hires and temp hires. Pulls hiring lists and contacts potential candidates. Sets up interviews and insurances all paperwork is ready for the interview. On the first day for new hires, makes sure all necessary paperwork (I-9, W-4, insurance, etc...) is completed and sent to the proper departments in a timely manner.</p> <p>Compiles and complete staff time sheets and overtime reports and then forwards to Manager for verification and signature. Check for accuracy and get employee signatures then submits to payroll in a timely manner ensuring all staff will be paid properly. Assists in tracking FMLA, modified duty, leave without pay, and SAIF claims, recording staff attendance, timesheets and distributing schedules for manager.</p> <p>Receives refreshment and banquet orders, evaluates requests for compliance with DOC and OSP policy, secures managers approval, prepares billings, and communicates with customers, food service coordinators and managers details of inmate functions. Sends billing, invoice requests, bills and journal entries, to proper accounting department for payment.</p>
10%	R	E	<p>Requisitions and maintains office inventory purchasing items as needed, and processes, tracks and coordinates purchase requests for Food Service sections at OSP and MCCF utilizing the department's computerized purchasing system (AFAMIS), SPOTS credit card and warehouse transfer orders; as well as entering and receiving products on line. Electronically orders Office Max office products following departmental procedures. Uses all applicable price agreements per state contract working with the department's purchasing unit when necessary.</p>

5%	NC	E	Maintains office for cleanliness, safety and security ensuring a secure environment.  Attends and satisfactorily participates in training as assigned. Assist other areas of the institution affected by short term staffing deficiencies and performs other duties as needed to support OSP's operation. Additional work or special assignments as assigned and/or directed by the Food Service Manager or other administrative staff.
5%	NC	E	Controls keys through proper control and use. Reports any discrepancies; maintains controlled inventory items to insure safety and security of the operation of the institution.
100%			

## 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.**

This position is located inside a male maximum-security correctional institution and employee may have daily contact with inmates and possible encounters with abusive inmates who pose the risk of physical injury, death or becoming hostage. May experience inclement weather conditions. May be subject to recall to the institution and required to work long hours in case of emergency.

Employee is required to maintain a professional demeanor, code of ethics, and good communication to create a safe work environment. The employee in this position works in an office environment where conversations and paperwork are generated of a sensitive nature on a daily basis and must possess the ability to keep this information confidential.

The incumbent must be able to carry files, climb stairs and do considerable walking even in inclement weather. All employees are required to use a computer for email and related work systems in the regular performance of their duties.

OSP is tobacco free. Use of tobacco products are prohibited within the buildings or on the grounds.

## 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 Policies  
Oregon State Penitentiary Procedures  
Oregon Revised Statutes  
Grammar Reference Manuals  
Software Manuals

Technical Equipment Operational Manuals  
Collective Bargaining Agreements  
Position Description  
Desk Manual  
Law Enforcement Data System Manual

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

Provide specific criteria to ensure that work performed meets departmental and agency standards.

## 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?
OSP staff	Phone / email / in person	Problem Solving / providing information	Daily
Public	Phone	Responding to questions	Daily
DOC staff	Phone / written	Information and problem solving	Daily
Inmates	Written / in person	Problem solving / overseeing	Daily
Other State Agencies	Phone / in person	Receiving Mail / Problem Solving	Daily

*Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".*

## SECTION 7. POSITION RELATED DECISION MAKING

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

Employee makes daily decisions on workload priorities. The flow of work in the office impacts those who have follow-up assignments. Requires the ability to determine what information can be shared with other staff. Employee is required to maintain confidentiality. Poor decisions may cause embarrassment to OSP and the Department of Corrections, potential for litigation, delays in responses to inquiries, and threat to the security of the facility.

## SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Food Service Mgr, PEM-D	5038.001	Reviews / informal conferences	Daily Basis	For instruction and clarification Annual performance reviews If problems arise

*Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".*

## 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
- Approves work
- Responds to grievances
- Disciplines and rewards

- 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:

Employee must possess ability to follow specific guidelines, use appropriate judgment in solving routine problems arising in the course of completion of assigned tasks. This employee must be able to work effectively under pressure of deadlines, disruptive conditions, and changing priorities. Position requires good organizational and communication skills.

Position requires the incumbent have proficiency with word processing, Microsoft Word, and spreadsheet software, composing general correspondence, proofreading and editing documents for spelling, grammar, punctuation, and format.

**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                      Date

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