STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
11/24/14

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

Agency: Oregon Department of Corrections

Facility: Oregon State Penitentiary

☐ New ☒ Revised

SECTION 1. POSITION INFORMATION

a. Classification Title:	Office Specialist 2	**b.** Classification No:	C0104
c. Effective Date:	7/1/1987	**d.** Position No:	9500.115
e. Working Title:	Receptionist	**f.** Agency No:	291
g. Section Title:	Administration - Supts Office	**h.** Budget Auth No:	000604510
i. Employee Name:		**j.** Repr. Code:	CP
k. Work Location (City – County):	Salem - Marion County		
l. Supervisor Name (Optional):	Audrey McPherson		

m. Position: ☐ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year
☒ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share

n. FLSA: ☐ Exempt ☒ Non-Exempt

If Exempt: ☐ Executive ☐ Professional ☐ Administrative

o. 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.

The mission of the Oregon Department of Corrections (ODOC) is to promote public safety by holding offenders accountable for their actions and reducing the risk of future criminal behavior. The ODOC operates a variety of prisons throughout the State of Oregon to accomplish this mission. The ODOC is committed to operating orderly prisons that offer inmates the opportunity to address identified criminogenic risk factors in safe environments while remaining securely confined. The "Oregon Accountability Model," designed specifically to reduce the risk of future criminal behavior, is supported by all the program components of ODOC.

The primary purpose of an institution is to protect the public by providing confinement as authorized by statute and as ordered by the courts. In addition to confinement, essential daily living needs are provided, including food, clothing, housing, and health. Self-improvement opportunities are also available in the form of education, meaningful work assignments, participation in special needs programs, and leisure time activities.

The Corrections Department maintains a maximum security penitentiary as well as a MCCF in Salem. The 194.4 acre institution property is highly visible to the public as it is surrounded by a 25-foot high wall and ten 35-foot high watch

towers. The OSP biennial budget is $81,251,130 with over approximately 430 staff persons, a staff of 85 on a joint supervision basis, and approximately 500 volunteers. The MCCF budget is $8,823,310 with approximately 40 staff persons. Value of the Oregon State Penitentiary buildings is $129,023,484 and the value of the land and improvements is $44,732,613 for a total value of $173,756,097.

The Penitentiary, which houses in excess of 2200 inmates, serves as a place of confinement for assigned inmates. OSP operates Mill Creek Correctional Facility (MCCF), a 290-bed minimum facility for male inmates. Inmates assigned to MCCF provide labor for forest management, firefighting, and parks maintenance. Included within the Penitentiary are special housing units consisting of the, Mental Health Infirmary (MHI), Death Row (DR), Disciplinary Segregation Unit (DSU), the Health Services Infirmary and the Administrative Segregation Unit (Ad Seg). MHI, DSU, and Infirmary house inmates from all ODOC institutions. The institution maintains a safe and secure environment to carry out sentences provided by statutes and ordered by the courts and to manage offender behavior consistent with the Department's mission.

The Oregon State Penitentiary (OSP) Administration Unit provides direction through planning, organizing, and staffing institutional programs. Preparing, disseminating, and maintaining DOC administrative directives and OSP operational procedures; and facilitating communication between OSP and the public, news media, law enforcement agencies, inmates, families and others. The OSP Administration Unit also implements DOC policies for establishing and maintaining standards for inmate programs and maintaining a system of information collection, storing, retrieval, reporting and review. By rule, the OSP Superintendent is responsible for implementing statutes and court orders for the execution of condemned prisoners and for the custody and treatment of maximum security inmates. The Superintendent provides leadership in minority affairs at OSP through the Program Unit and requires investigations and reports for the DOC Director's and Governor's offices as well as the Superintendent. The unit responds to the Governor's Office questions regarding inmates and conditions at the Penitentiary. The unit also ensures employee discipline, staff treatment and interaction that is consistent with law, Collective Bargaining Agreement and Administrative rules.

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:

The primary function of this position is to provide essential support services to the Superintendent's Office..

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.

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".*			
40%	NC	E	**CLERICAL SUPPORT** Provides clerical support to the Superintendent's Office, though typing and producing a variety of correspondence, reports, memos, or other information from machine or voice dictation rough draft or general instructions. Schedule attorney and other professional appointments. Coordinates with county courts, special housing units, and other institutions for escort and transport of inmates for video conferences. Provide visitor authorizations for anyone attending ensuring equipment lists are approved. Troubleshoot problems with video equipment and connections. Log and track all video conferences. Coordinates with Department of Justice to accommodate depositions. Receives telephone calls; screens calls and redirects to appropriate office for follow up; makes referrals as appropriate; answers questions not requiring research or technical knowledge; Provides administrative support on an as-needed basis to the Superintendent, Assistant Superintendent and other managers working directly with the Superintendent's Office as assigned by the

			Supervisor. Performs Law Enforcement Data (LEDS) checks on employees, tour groups, professionals, visitors, and for the Parole Board. Maintain several computerized tracking documents Maintains and does all filing (alpha, chrono) for the Superintendent's Office. Updates and maintains office manuals. Cross-train and provide backup for the other Office Specialist 2 in the Superintendent's office Receives, reads and distributes Superintendent's incoming mail; routing to appropriate staff or researching and responding to inquiries. Initiates follow-up letters or memos; organizes and maintains filing systems. Responsible for and has access to confidential information including: (a) confidential administration planning and operational records (b) confidential inmate information and (c) police reports, investigations. This position is a confidential position and such confidentiality in all matters will be maintained.
40%	NC	E	**PUBLIC RELATIONS** The person in this position is the primary receptionist and provides the initial public contact to the Superintendent's Office complex. Determines the amount of access visitors and/or staff get to the rest of the office. Assists visitors and staff by providing guidelines of the institution procedures and/or arranges for the proper person to respond to inquiries. The person in this position has regular contact in person, by telephone and in writing with agency staff, other State and Federal agencies and/or the general public. Screens incoming telephone calls directed to the Superintendent's Office. Directs calls to appropriate sections/staff and/or other DOC facilities as needed; answers inquiries and provides information to callers from the public and other DOC facilities/state agencies which requires extensive knowledge of institution programs and issues as well as Penitentiary and Department of Corrections organization, structure, and philosophy. Effectively maintains professional and positive interpersonal interactions while answering inquiries and providing information to callers from the public and other DOC facilities/state agencies. Keeps Superintendent's Office Manager informed of issues affecting the Superintendent's Office - screens and resolves these issues when applicable
10%	NC	E	**OTHER DUTIES** Serves as a backup Office Manager in the absence of the individual. Sorts, merge and distributes pay checks and stubs on the first and fifteenth of each month.

			Subject to emergency recall to the institution for assignment in the Command Center. Assist with trouble shooting telephone and pager problems. Plans itineraries, travel arrangements, and other matters connected with the official activities of the Superintendent. Monitors and orders office supplies. Directs activities of inmate orderly assigned to the Supt.'s Office. This position supports the Counselor Caseload System. Immediately reports, addresses, and removes safety hazards. The incumbent in this position has the inherent custodial duties which include the charge and control of inmates in the immediate work area. The incumbent also assists in the prevention of escapes by proper control of keys, tools and contraband as well as documenting unusual incidents as they occur. Incumbent is subject to callback in the event of an emergency or work stoppage and is subject to assignment in any position in the institution. Possible encounters with abusive inmates poses the risk of physical injury. Performs other duties as assigned The incumbent must be dependable, have good proofreading skills, be able to multi-task with multiple interruptions, effectively prioritize workload, and be able to take direction. Must be able to work effectively under pressure of deadlines and disruptive conditions. Bilingual 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.

This position is located at a maximum security adult male correctional institution and employee may encounter angry, hostile, or abusive inmates which could result in personal physical injury, death, or becoming a hostage. On a daily basis, inherent custodial duties include control of institution keys by maintaining proper custody, use and reporting discrepancies; enforcing department and institution directives for safe and secure operations/security. Employee is responsible to prevent escapes from confinement by proper control of keys, tools, equipment and contraband, and to document unusual incidents. This person is subject to recall to the institution in the event of an emergency and is to maintain preparedness for emergencies by reading and following the Emergency Response Plan Manual. Maintains 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.

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 & Procedures
Oregon State Penitentiary Procedures & Desk Manual
Software Manual
Collective Bargaining Agreement
Law Enforcement Data system manual
Oregon Revised Statutes

b. How are these guidelines used?

The Rules and Procedures govern the operation of the Oregon State Penitentiary. These are used daily in dealing with staff, visitors (both officials and general public) and in telephone conversations.

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?
Note: *If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".*			
OSP staff	Person, telephone, e-mail	Information Exchange	Daily
DOC staff and managers	Person, telephone, e-mail	Varies	Daily
Parole Board	Person, telephone, e-mail	Inquiries, scheduling appointments	Weekly
Attorney General's Office	Person, telephone, e-mail	Inquiries, scheduling appointments	Weekly
Governor's Office	Person, telephone, e-mail	Share factual information, Inquiries, scheduling appointments	Monthly
State Police	Person, telephone, e-mail	Share factual information Inquiries, appointments, consultations	Weekly
Public officials (Legislatures)	Person, telephone, e-mail	Share factual information	Monthly
News media	Person, telephone, e-mail	Share factual information	Monthly
Families of inmates	Person, telephone, e-mail	Share factual information	Daily
General public	Person, telephone, e-mail	Share factual information	Daily
Attorney/Court	Person, telephone, e-mail	scheduling appointments (Video, Telephonic and in person)	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

Daily decisions regarding prioritization of work to ensure accomplished in timely and efficient manner, i.e., inmates are placed on call-out to the correct location to see Psychologists, Parole Board, etc.; the

appropriate and pertinent information to include in meeting minutes; appropriate and correct responses to inquiries posed by staff and inmates in addition to outside sources such as visitors, inmates' family members or friends, psychologists, etc. Prioritizes tasks for Superintendent and Superintendent's Office Manager. Determine whether processes/actions comply with rules and procedures. Must be able to work effectively under pressure of deadlines, disruptive conditions and changing priorities. Must be detail-oriented and identify individuals from responses of the Law Enforcement Data System, Oregon Judicial Information Network and Juvenile Justice Partner System programs. Incorrect decisions or inappropriate information can jeopardize the safety and security of the institution and can reflect negatively on the institution and the employees assigned to support.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Executive Support Specialist 2	0015.001	Through personal observations and with communications with other facility staff and collateral agency personnel.	Performance is reviewed on an ongoing basis and at least annually.	The purpose of the review is to monitor performance, identify, and eliminate problem areas and enhance career development.

Note: *If additional rows of the below table are needed, place curser 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
- ☐ 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:

This is a highly visible position. The incumbent has daily contact with the media, public and officials either in person, via the telephone, or e-mail. The incumbent is the primary contact with the Penitentiary or the Department of Corrections.

This employee has inherent responsibility for security of the institution through custody and control of inmates. Specifically, this responsibility includes personally handling inmate incidents in the employee's immediate work area, preventing escapes from confinement by proper control of keys, tools and contraband, documenting unusual incidents as they occur and ensuring subordinate staff do the same.
Employee must possess ability to follow specific guidelines, work effectively with very little specific directions, use appropriate judgment in solving routine problems arising in the course of completion of assigned tasks and ability to quickly and logically make decisions. The employee must be able to work effectively under pressure of deadlines, disruptive conditions, and changing priorities. The employee requires good organizational and communications skills. Employee must be able to deal with subject matters that may contain descriptive, obscene, and violent portrayals. Must be able to carry files, climb stairs, and do considerable walking even in inclement weather. Employee must be able to work in a production environment which requires doing many repetitive projects.

SPECIAL REQUIREMENTS: List any special mandatory recruiting requirements for this position:

Keyboarding; proficiency with word processing, Microsoft Word, and spreadsheet software; composing general correspondence; and proofreading and editing documents for spelling, grammar, punctuation, and format. Within six months of hire, must obtain Notary Public certification and be certified to use the Law Enforcement Data System, and Oregon Judicial Information Network. Must obtain and maintain LEDS Certification. The person in this position will also obtain and maintain a Dept SPOTS card.

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

Operating Area	Biennial Amount ($00000.00)	Fund Type

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

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