

The Corrections Department maintains a maximum security penitentiary with an adjacent minimum facility in Salem. The 194.4 acre institution property is highly visible to the public inasmuch 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 426 staff persons, a staff of 85 on a joint supervision basis, and approximately 500 volunteers.

The Penitentiary, which houses in excess of 2200 inmates, serves as a place of confinement for assigned inmates. Included within the Penitentiary are special housing units consisting of the Mental Health Infirmary (MHI), Behavioral Health Unit (BHU), Immediate Care Housing (ICH), Death Row, Disciplinary Segregation Unit (DSU), and the Health Services Infirmary. BHU, MHI, 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 Mail Room is an integral part of the Oregon State Penitentiary processing a large volume of incoming and outgoing mail, packages, publications and specialty items for staff and inmate population.

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 mail room operations and first line security for the entire Oregon State Penitentiary, Mill Creek Correctional Facility, and the Professional Development Unit for staff and inmate population. This includes mail distribution, mail inspection, special mail room procedures which include chain of custody and follow through with outside law enforcement agencies, effective verbal and written communications with staff, general public and inmates, safety and sanitation of the work area, and good custodial (security) responsibilities.

The Mail Room Specialist processes approximately 1,500 pieces of mail daily for all incoming and outgoing mail for staff and inmates in addition to processing approximately 300 inmate communications daily.

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
20%	R	E	<p><u>Mail Distribution</u></p> <p>Receive and pick up incoming mail from internal and external sources, sort and distribute within two days (for mail), or four days (for publications) if possible as follows:</p> <ol style="list-style-type: none"> 1. Sort personnel and agency mail and distribute to appropriate mail boxes and forward as appropriate. Sort inmate mail and distribute as required. <ol style="list-style-type: none"> a. Routine inmate mail is addressed, opened, searched for contraband, sorted, and bundled in the inmate mail bag by cell location for later distribution. b. Legal and official inmate mail is separated, addressed without being opened and is distributed to be opened and searched for contraband by a correctional series employee in the presence of the inmate recipient. c. Suspicious mail is separated, depending on the circumstances. The mail may be searched for contraband or conditions that may require notification to the Officer-In-Charge for evacuation of the Mail Room. Mail is distributed, returned to sender or confiscated with proper notice of violation or confiscation. d. Inmate mail with first and second-class postage will be forwarded if inmate is incarcerated in another DOC facility. e. Inmate mail will be returned to sender if inmate was paroled, discharged, or escaped. <p>Receive and pick up outgoing mail from internal sources and sort and distribute within the scheduled shift if possible as follows:</p> <ol style="list-style-type: none"> 1. Sort authorized personnel and agency mail for internal mail, intra-departmental, inter-agency, and U.S. mail, affix postage and make appropriate distribution. 2. Sort authorized inmate mail into categories for internal mail, intra-departmental, and U.S. mail, affix proper postage and make appropriate distribution.
70%	R	E	<p><u>Mail Inspection - Searching</u></p> <p>Inspect outgoing mail as necessary by opening and searching inmate mail for contraband and criminal activity and security violations, e.g., escape activity, drugs, nuisance contraband, pornography, etc., and inspect and search outgoing inmate legal or official mail only as authorized by special</p>

circumstances according to the Department Mail Rule.

Identify, isolate, and report suspicious or suspected letter or package bombs according to the Department Procedure for Bomb Threat/Suspected Bombs.

Run all mail, packages and magazines through the fluoroscope for possible contraband detection; receive and send packages via UPS, Fed Ex and inner agency mail shuttle; and receive and pick up incoming mail from internal and external sources, sort and distribute within two days (for 1st 2nd class mail) or four days (for publications and packages).

Inspect and search all incoming inmate mail with lights, fluoroscope, available technology, or manually with respect to four categories (i.e., electronic messages and photos, correspondence, packages, and publications) as follows:

1. Mail with contraband and suspected to be illegal including illegal drugs or evidence of a crime will be turned over to either the Special Investigations Unit or State Police.
2. Mail with contraband not illegal or evidence of a crime will be returned to sender.
3. Mail with unauthorized attachments will be returned to sender.
4. Mail with unauthorized enclosures will be returned to the sender or confiscated if the mail is a threat or detriment to the security or good order of the facility.
5. Mail that violates the Department Mail Rule through improper address, return address, no committed name or SID number, or not authorized will be returned to the sender.
6. Mail returned to the sender that has been opened will have a Mail Violation Notice (CD 518a) or Publication Violation Notice (CD 618c) completed with distribution to the sender, inmate recipient, and others as necessary, consistent with the Mail Rule.
7. Mail confiscated will have a Mail Confiscation Notice (CD 618b) completed with distribution to the sender, inmate recipient, and others as necessary.
8. Knowledgeable of information which the Threat Assessment Group (TAG) and Security Threat Management (STM) provides concerning issues and language in order to keep all proper authorities aware of potential security threat related issues found in the inmate mail.
9. Inspecting mail for inmate threats, suicide intents, confessions of crimes, inmates requiring protection, etc.
10. Must be familiar with prison slang and drug slang, street slang in order to process inmate mail correctly.
11. Knowledgeable in inmate correspondence dealing with financial documents as to being allowed to be dispersed to the inmate.
12. Knowledgeable in inmate scams utilizing the postal system.
13. Trains light duty and temporary staff on a frequent basis in the Operation of the Mail Room duties.
14. Read and process all Access and Telmate Photos and messages with the application of the inmate mail rule.
15. Track all package authorizations from approval slips to receipt of said package to ensure that the item was delivered to the property Cpl. for distribution to the inmate population.

			<p>16. Maintain a mail watch list in conjunction with TAG, STM, SIU and other outside LE (via SIU staff) for possible intelligence information.</p> <p>Inspect outgoing inmate mail if suspected for criminal activity or it threatens the security, good order, or discipline of the facility; legal and official mail will not be opened except in the presence of the inmate sender or recipient or unless special circumstances in the Department Mail Rule have been satisfied that allow opening the mail in private; and notifies proper authorities of all mail items that require interpretation or clarification for violation or confiscation.</p>
5%	NC	E	<p><u>Special Procedures</u></p> <p>Packages: Outgoing inmate packages authorized by personnel will be weighed, postage affixed, and the inmate trust account debited. The inmate Withdrawal Request (CD 28) and the package will be properly distributed. Outgoing prison packages will be weighed, postage affixed, and properly distributed (billing the proper cost center account). Incoming inmate packages will be verified for authorization with return of unauthorized packages and appropriate distribution of authorized packages. Authorized packages will be searched. Returned packages will be logged.</p> <p>Money: Funds received in the mail for inmates will be returned to sender, except for cash that is confiscated, deposited in the Inmate Welfare Fund and issued a Notice of Confiscation.</p> <p>Special Mail: Responsible for proper handling of Certified mail, overweight mail, insured mail, international mail, and postage due mail will be processed in accordance with U.S. postal regulations and DOC Rules.</p> <p>Supplies: Orders supplies for the mail room by data entering orders through OfficeMax, AFAMIS, etc.</p> <p>Equipment: Equipment will be maintained for efficient and effective mail room operations. Equipment will be serviced and operated according to the manufactures technical manual. Request for replacement, repair, and ordering new equipment will be submitted to the supervisor for approval. Typical equipment will include a postage meter, postage scale, letter opener, stapler, computer terminal, and Fluoroscope.</p> <p>Recordkeeping: Initiates and maintains records for appropriate time frames for documented mail operations. Records include mail violation notices, publication violation notices, mail confiscation notices, postage invoices (postage reimbursement), official receipts, certified and insured mail, photocopies, and similar records. Purges records and files within allowable time frames.</p>
4%	R	E	<p><u>Communication</u></p> <p>Comply with the Department Rule for Prohibited Inmate Conduct and Processing Disciplinary Actions and submit Misconduct Reports as necessary for inmate violations and misconduct; respond in a timely manner to inmate communications, inmate grievances, staff communications, and general public with accurate information, good sentence structure, grammar, spelling and punctuation; and answer the telephone and respond to callers regarding mailroom operations and route other matters to appropriate personnel.</p>
			<p><u>Safety and Sanitation</u></p> <p>Restrict access to the Mail Room to authorized personnel and prohibit inmate access to the Mail Room. Thoroughly supervise inmate orderly during cleaning process; responsible for safety and handling procedures for substances that can be potential exposure risks. To include various bodily fluids, suspicious substances, and possible explosive devices; submit a</p>

			service/work order request through supervisor to correct any maintenance problem; ensure the Mail Room doors, windows, and other area doors are secure when absent from the area; and maintain a safe and healthful work environment by following the procedures for Occupational Safety and Health and Universal Precautions for Blood and/or Body Fluid Exposure.
			<u>Custodial Responsibilities</u> Take actions as required by keeping informed with updated procedures and correspondence based on Postal alerts and information from law enforcement agencies. Implement as directed; monitors, controls, corrects, reports, and documents inmate conduct and movement in the work area and when traveling throughout the prison; reports and documents disturbance indicators and unusual incidents; controls prison keys by maintaining proper custody, use, and reporting discrepancies; preserves internal integrity and security when entering and exiting controlled inmate access areas; controls and secures the work area for authorized people and materials; Maintains preparedness for emergencies by being subject to emergency recall to the prison for assignment; and enforces Department and prison directives for safe and secure operations/security.
1%	N	E	<u>Other Duties as Assigned</u> Special projects assigned by FUM or supervisor. Special handling of items such as ammo, weapons and chemical agents for the armory staff.

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 works inside a secure adult correctional facility and may encounter angry, hostile, or abusive inmates which could result in personal/physical injury, death, or becoming a hostage. Inherent custodial duties include the responsibility for personally handling inmate incidents in the immediate work area. The employee is responsible to prevent escapes from confinement by proper control of keys, tools, equipment, and contraband and to document occurring unusual incidents. This position is subject to recall to the prison in the event of an emergency.

Works in a mailroom with stairs and requires sustained quick movement of hands and arms. Requires; bending, twisting, reaching, climbing stairs, pushing carts up ramps, and lifting up to 50 pounds. Requires operating Mail Room equipment for weighing, stamping postage, opening, searching/screening mail, operating a computer terminal, and fluoroscope. This position requires retrieving mail during inclement weather.

Works in an environment that has the potential to expose the employee to hazardous and deadly substances on a daily basis, e.g., various bodily fluids, unknown powder substances, deceased rodents, illegal drugs, letter bombs, suspicious materials, etc. Conditions may require Mailroom staff to be quarantined; and while inspecting mail, employee is commonly exposed to graphic pornography, profanity, and offensive items such as racial, religious, and sexual slurs, etc. on a daily basis.

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	Oregon Administrative Rules
Oregon State Penitentiary Procedures	Technical Equipment Operational Manuals
U.S. Postal Services Regulations	
Software Manuals	

b. How are these guidelines used?

These establish the legal parameters that govern the mail services provided to inmates and prison personnel. These are used to complete the duties of the position and ensure compliance.

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

Federal Agencies	Person/Email/Phone	Depositions/Rule Clarification	Occasionally
OSP Staff	Phone/Written/Person	Problem Solving	Daily
General Public	Phone	Respond to questions	Daily
DOC Staff	Phone/Written	Info/problem solving	Daily
SIU Staff	Phone/Email/Person	Investigation/Outside LE Contact	Daily
Inmates	Written/Person	Problem Solving/ Supv.	Daily
Other State Agencies	Phone/Person	Receiving Mail/Problem Solving	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

This position makes determinations for proper distribution of all inmate and staff mail at the prison. Reviews and determines if items are considered contraband for confiscation or return to sender. Interprets and enforces U.S. Postal Regulations, Department of Corrections Mail Rule, and memorandums pertaining to mail operations. Orders supplies as needed to maintain mail operations. Determines the accuracy and completion of records for mail room operation. Failure to comply with directives, regulations, and maintain records could result in losing lawsuits and other similar challenges to mail room operations. Determines proper actions and direction to report suspicious items or unlawful contraband. Determines if mail received is in compliance with Department of Corrections rule. Incorrect decisions or inappropriate actions can jeopardize institution security and safety with the introduction of dangerous contraband into the facility.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
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Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".

Group Living Captain		Person, written, email, telephone	Weekly	Ensures the assigned duties are in compliance with rules, regulations, laws, etc.
Special Operations Lt.		Person, written, email, telephone	Daily	Ensures the assigned duties are in compliance with rules, regulations, laws, etc.

SECTION 9. OVERSIGHT FUNCTIONS**THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY**

- a. How many employees are directly supervised by this position? NA
 How many employees are supervised through a subordinate supervisor? NA

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:

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

Operating Area	Biennial Amount (\$00000.00)	Fund Type
NA		

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		