



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:

Agency: ODOC

Facility: Two Rivers Correctional Institution

New Revised

This position is:

- Classified
Unclassified
Executive Service
Mgmt Svc - Supervisory
Mgmt Svc - Managerial
Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

a. Classification Title: Office Specialist 1
b. Classification No: C0103
c. Effective Date: 7/16/2013
d. Position No: 9902006
e. Working Title: Receptionist
f. Agency No: 29100
g. Section Title: Administration
h. Budget Auth No:
i. Employee Name:
j. Repr. Code:
k. Work Location (City - County): Umatilla
l. Supervisor Name (Optional): Umatilla
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.

Oregon Accountability Model: The basis of the Oregon Accountability Model is the strong belief about the importance of strengthening staff-to-inmate and staff-to-staff modeling, particularly the directing and shaping of pro-social behavior. Our job is to move inmates from anti-social to pro-social citizens and our 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. Since relationships and respect are built through repeated experiences and communications about those experiences, then what we do and say to inmates are key to achieving long term public safety. Each employee is expected to model appropriate pro-social behavior, support positive change in individual offenders and actively support the Oregon Accountability Model through their day-to-day interactions with others.

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 Two Rivers Correctional Institution, receive and respond to public inquiries in person and via phone and electronic avenues.

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 cursor at end of a row (outside table) and hit “Enter”.			
100%	N	E	<p>The Oregon Accountability Model (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.</p> <p><i>In support of the OAM and the Department’s Affirmative Action goals, all Management and Executive Services employees are expected to recognize the value of individual and cultural differences. Employees are expected to consistently treat customers, stakeholders/partners and co-workers with dignity and respect creating a work environment where individuals’ differences are sought and valued.</i></p>
66%	R	E	<p>The Office Specialist 1 (Receptionist) provides and serves as a contact and facilitator of quality communications between the institution and the public, whether it is institution telephone contact, visitors, and/or others who enter the institution to transact business as well as processing all visitors into the Administration Building. The Receptionist also provides services to institution staff in assisting with outgoing telephone communications, receiving and directing calls, and responding to first-line inquires in behalf of institution staff, and screens calls which can be handled by the supervisor’s subordinates, or other offices, makes referrals when appropriate, answers questions not requiring research or technical knowledge.</p>

			<p>The Receptionist is the first and key contact person who greets the public, Department of Corrections staff, law enforcement and any others who enter the Administration Building. Processes authorized visitors and personnel into the Administration Building. Provides for an orderly transition of visitors to and from the entrance of the institution by coordinating contact with Key Distribution, Master Control, Gatehouse, and other areas, as well as with staff in these areas. Provides information (via telephone contact or in person) and/or referral for general public who are in need of assistance or information.</p> <p>Constantly on the alert to potential security violations and/or attempts by persons entering the Administration Building to introduce contraband; reports suspicious behavior or infractions immediately to appropriate staff. Uses judgment and tact in informing persons of rule violations; contacts Superintendent's Assistant, Operations Captain, Officer in Charge, or Assistant Officer in Charge as necessary in enforcing rules.</p> <p>In an institution Recall situation, serves on Tactical Emergency Response Team as necessary, providing receptionist/clerical duties or other duties as deemed necessary.</p>
25%	R	E	<p>Helps with mail room duties by locating, inspecting/examining of incoming mail. Responsible for determination of mail rule compliance and following up with mail room staff in case of a violation.</p> <p>Is the iLearn Coordinator for TRCI. Maintains training database which is used by TRCI management to measure staff training compliance.</p>
5%	R	E	<p>Responsible for inmate orderlies who work in the Administration Building. Responsible for key, tool, and equipment control and completing the blue sheet for inmate attendance of inmate's working in the Administration Building. Ensures the inmates notify the receptionist of their location while working in the Administration Building and making them accountable each hour.</p>
1%	R	E	<p>Responsible for selling staff lunch tickets and ensuring the money balances.</p>
1%	R	E	<p>Performs LEDS checks on staff, volunteers, and contractors.</p>
1%	R	E	<p>Other Duties as assigned.</p>
1%	R	E	<p>Attends and participates in mandatory in-service training each year in accordance with the Department of Corrections requirements and is knowledgeable of and understands DOC</p>

			and Institution rules and procedural statements.
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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.

Occasionally stressful due to public contact, interacting with hostile or unruly citizens, inmate visitors or telephone callers. Daily exposure to inmates. Usually works alone, with little or no direct supervision. Frequent periods of sitting for extended periods of time. Rarely required to work weekends and/or holidays.

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.

Knowledgeable and understands all Department of Corrections Rules and Procedures and TRCI standard operating procedures.

b. How are these guidelines used?

Serves as reference resource and provides the necessary knowledge to work in the position. Position requires a thorough working knowledge and understanding of these guidelines and how they are applied.

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?
Inmate Visitors/Families	Phone/In Person	Visits/Information	Daily
General Public	Phone/In Person	General Information	
Volunteers/ Community	Phone/In Person	General Information	Daily
Vendors	Phone/In Person	General Information	Daily
Attorneys/Courts	Phone/In Person	Visits/Information	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.

Routes inquiries to appropriate staff when persons contact the institution requesting information. Contacts appropriate Security Staff when security violations are perceived or observed. Use of diplomacy, tact and respect to all persons, at all times, is imperative when communicating in person or by telephone, especially when handling emergency calls, angry or distraught visitors/callers.

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 cursor at end of a row (outside table) and hit "Enter".

X0119	9712004	Provides supervision and review of work on a daily and/or an as-needed basis-as requested by individuals in this position and as requested by institution administration and staff. Review is completed by on-site evaluation of procedures, by analysis of completed work assignments and by investigation of alleged complaints received from individuals served by employees in this position.	Daily	Annual Evaluation
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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 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 |

Disciplines and rewards

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:

Direct Public contact is a major part of this position, and a high-level of activity is required, in that, the position is responsible for processing all visitors to the TRCI Administration Building, placing staff calls, and providing information to telephone callers and/or walk-in public; must also constantly monitor Reception-Area activities for appropriate security practices and concerns.

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