



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
May 13, 2011

Agency: Oregon Department of Corrections

Facility: Central Office

[ ] New [x] 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: 12/19/11
d. Position No: 9700794
e. Working Title: Operations Assistant
f. Agency No: 29100
g. Section Title: Operations Div. Central Office
h. Budget Auth No: 000670110
i. Employee Name:
j. Repr. Code: AAON
k. Work Location (City - County): Salem- Marion
l. Supervisor Name (Optional): Marie Garcia
m. Position: [ ] 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 purpose of the Department of Corrections Central Office is to direct, assist, and support the department in achieving its mission "to promote public safety by holding offenders accountable for their actions and reducing the risk of future criminal behavior." This is accomplished by providing advice and consultation, technical assistance in program operations, coordination of planning and evaluation, identification of internal and external resources to support programs and services.

The Operations Division is responsible for management of 14 correctional facilities located throughout the state, with over 14,000 inmates incarcerated. This division provides secure housing, treatment, rehabilitation and work opportunities to offenders who are sentenced to a term of confinement.

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:

This position provides administrative and clerical services to the support of Operations Division Central 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
35		E	Review, log and maintain filing system for the Unusual Incident Reports and Use of Force Reports on a daily basis; work with institutions staff to ensure proper report numbering and documentation is included before forwarding to Westside Institutions Administrator and Chief of Investigations at the Central Office. Evaluate the depth of the incidents in order to inform Assistant Director / Institutions Administrator or others of incidents immediately. Log a brief incident summary on each UIR/UOF report and distribute logs of the summaries on all UIR/UOF reports received monthly to interested members of the Executive Management Team and other management staff department wide. Create graphs reflecting the numbers and rates of individual critical indicators and other occurrences at all institutions based on the UIR/UOF reports and distribute along with the summaries log. Track to make sure all reports have been received at the central office from all institutions on monthly basis and on timely manner. Maintain a confidential file

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

			and log on all UIR/UOF that are not display in the OMS. Researches and compiles data for the Quarterly Reports on Suicides. Pull reports from the Offender Management System to track Use of Force Reviews and Unusual Incident Reports and reviews log to ensure all documentation is received. Follows up with Institution staff as needed to obtain information that is missing or incomplete.
35		E	Receive, log and respond to inmate and citizen letters addressed to the Director, Deputy Director, Assistant Director, and Institutions Administrator. Maintain tracking and monitoring system for inmate letters to ensure timely & proper response to the letters forwarded to institutions or other areas for response. Send reminders for the outdated letters monthly and follow up to ensure letters are responded to appropriately and timely. Distribute monthly a Salem communication report to all institution support staff, which displays communications that are pending response letters. Work with Risk management with tracking open tort claims for the Director, Deputy Director, Assistant Director and Institutions Administrator. Decide where letters should be routed, or if they require a direct response from Central Office. Research and prepare responses for Director, Deputy Director, Assistant Director and Westside Institutions Administrator signature. Ensures all correspondence and responses are filed in Inmate files alphabetically. Ensures files are archived per retention schedule. Responds to written, verbal and walk in complaints and inquiries. Works with Institution staff to provide responses and uses tact and sensitivity when discussing and responding to complaints.
20		E	Order office supplies for Operations Division staff through AFAMIS and Office Max as requested. Inventories and orders additional supplies as needed including Office Supplies, letterhead, toner cartridges, etc. Maintains vehicle maintenance log and schedules maintenance for Operations Division vehicles when vehicles are due. Is the Department of Corrections Forms Coordinator. Receives new and updated forms, assigns a tracking number and is responsible to post updated forms in a Central location and available for staff. Maintains a tracking log for forms. Attends and types meeting minutes monthly for the Institutions Security Managers and other meetings as assigned.
10		N	Other duties as assigned including but not limited to: primary back up for the Executive Support Specialist 2 in the days of absence, coverage for Executive Assistant for the Director's Office when needed, calendars meetings for the Assistant Director, Deputy Director and Director when needed. Reviews calendars for the Assistant Director and the Executive Support Specialist II to make sure there are no conflicting meetings and they are prepared for upcoming meetings. Reschedules meetings as necessary. Processes and files timesheets for

			Operations Central Office Executive team by ensuring all timesheets have been signed are complete and are sent in on time.
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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.**

Office environment requires confidentiality, tact and sensitivity. Inmates work as custodians in the office building 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.

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

Reference Documents.

**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>			
General Public	Phone/In Person/ Written	Responds to inquiries	Daily
Dept of Corrections Staff	Phone/In Person/ Email	Provide info/ Respond to inquiries/gather information	Daily
Public Officials, etc.	Phone/ In Person/ Email	Provide info/ Respond to inquiries/gather information	As Needed

**SECTION 7. POSITION RELATED DECISION MAKING**

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

Prioritizes work to ensure deadlines are met, determine work methods to achieve work objectives and goals, respond to unexpected situations to ensure smooth operations

## 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 II	8700505	Reviews finished documents and evaluates performance as needed and during annual performance evaluations.	Daily/Annually	To meet performance standards of DOC and ensure program continually.

**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?
- |  |   |
|--|---|
| <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:

Will occasionally come into contact with angry/hostile citizens in which tact and professionalism are critical to diffusing situations.

**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 cursor 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