



**STATE OF OREGON
POSITION DESCRIPTION**

**Position Revised Date:
11/07/11**

Agency: Department of Corrections

Division: Snake River 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 2
- b. Classification No: C0104A
- c. Effective Date: 11-7-11
- d. Position No:
- e. Working Title: Office Specialist 2
- f. Agency No: 29100
- g. Section Title:
- h. Budget Authorization No:
- i. Employee Name: VACANT
- j. Representation Code: AAON
- k. Work Location (City-County): Ontario - Oregon
- l. Supervisor Name (optional):

- 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.

Snake River Correctional Institution (SRCI) supports this mission by providing incarceration, rehabilitation, and coordination with state and community agencies/services in the development of appropriate release plans. SRCI is a medium security institution located in southeastern Oregon. The 1,025,000 plus square foot facility, constructed for \$217,000,000 can house 3,000 inmates with 900 staff and approximately 90 contractors and 200 volunteers managing and supporting the institution's operation.

The majority of the institution's physical structure is located within a 103-acre secure perimeter which contains all but 154 of the 3,000 inmates housed at the institution. A 154-bed minimum security facility houses inmates in a fenced 30,000 square foot facility adjacent to the secure facility which supports operations outside the secure perimeter and in the community. Within the secure perimeter, there are three complexes which house approximately 800 general population inmates each. In addition to the three complexes there are disciplinary segregation/intensive management units which have 432 special housing bed, and a medical services unit which has 16 infirmary beds and 22 medical worker's unit beds.

b. Describe the purpose of this position, and how it functions within this program. Complete this statement: The primary purpose of this position is to:

Provide office support work: administrative, technical, and clerical within the facility, assuring operational compliance with established rules, policies and procedures. This position requires research and data collection and completing projects as requested by applying numerous guides, instructions, regulations, manuals, precedents to carry out assignments. Uses judgment in analyzing situations and making decisions on selecting the most appropriate course of action within the established procedures. Applies an understanding of specialized program information, regulations, practices, procedures and policies and their relationship with other functions and programs. Uses independent judgment in these situations to determine work methods and priorities and to complete assignments and requests on a timely basis. Uses judgment to resolve non-routine issues and questions. Work consists of a variety of duties which differ in nature and sequence due to the particular characteristics or circumstances of each transaction, situation or assignment.

The incumbent will be placed in a particular assignment with specific duties. The incumbent will not perform all of the duties listed in the "Description of Duties" section, but may be required to shift duties or take on new duties, as unit operational needs change. Some responsibilities are shared by all OS-2's.

Employees are expected to consistently treat customers, stakeholders/partners and co-workers with dignity and respect creating a work environment where individual differences are sought and valued.

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) functions.

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 re-entry 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.

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.

% of time	N/R/NC	E/NE	DUTIES
25%	N	E	<p>Provides information to SRCI staff, Department officials, law enforcement agencies, and members of the general public using independent judgment based on knowledge of DOC rules and policies and the directions of the management staff. Receives and screens telephone calls and makes appropriate referrals to other offices and institution personnel. Explains and clarifies rules and procedures to callers, visitors, and staff. Provides exceptional quality customer service, consistent with the principals of the Oregon Accountability Model, in responding to inquiries from inmate families, staff, law enforcement agencies and the general public.</p>
25%	N	E	<p>Researches and gathers information for use in preparing responses to complaints, inquiries, and correspondence from inmates, general public, Department of Corrections officials, and representatives of other agencies. Locates and summarizes material, information and data from a variety of sources; may anticipate needs by composing letters, memos and reports for signature using word processing computer programs.</p> <p>Performs a wide variety of tasks, utilizing word processing, databases, spreadsheets, and power point computer programs. Develops specialized formats and compiles data for tracking purposes and permanent retention. Monitors work priorities to ensure project completion by critical target deadlines. Completes reception, copying, faxing, scanning and other general office duties.</p>
5%	N	E	<p>Receive mail, sort and make decisions concerning distribution and priorities, may include routing and tracking of inmate correspondence for development of appropriate responses. May process paperwork for visitor authorizations.</p>

5%	N	E	<p>Researches information and composes correspondence, reports, memos and other documents using a variety of office equipment, composes, types and sends a variety of correspondence, reports, informational flyers, memos or other information. May be responsible for composing, editing, and coordinating newsletters using computer programs and formats. Solicits information for newsletters from a variety of sources and departments.</p>
5%	N	E	<p>Maintains supervisor's calendar and schedules appointments and conferences. Makes travel arrangements and responsible for completion of travel reimbursement forms. Receives and posts updated Rule, Policy and Procedures manuals. May be responsible for tracking, recording and distributing DOC Rules & Policy changes to designated managers and areas throughout the institution for inclusion in DOC Manuals.</p>
25%	N	E	<p>May be responsible for coordinating the inmate correspondence routed through the Governor's Office and/or DOC Directors office. May log, routes, and maintains filing and tracking systems to ensure timely responses for all inmate correspondence.</p> <p>May be responsible for coordinating and scheduling all video conference meetings for the institution through the use of internet scheduling system. May maintain a Basic / Inquiry Level Certificate for use on the Law Enforcement Data System and completes and enters required background clearances for volunteers, contractors, job applicants, and/or visitors. May maintain a Notary Public Certificate to provide notary services for staff and inmates within established guidelines.</p> <p>May maintain attendance and other personnel and payroll records for work unit. Maintains and conducts an accurate inventory of both expendable and non-expendable property within assigned area. Establishes and maintains a current and archived filing system.</p> <p>Takes minutes at meetings. Generates and routes final document to appropriate personnel. Maintain records of minutes according to records retention schedule. Provides back-up support to other Office Specialist 2 positions during absences, vacancies, and workload needs; provides back-up reception support for the Administrative Building on a rotating basis. Transcribes audio recorded meetings and interviews.</p>

5%	N	E	Organizes and maintains filing systems, including confidential information such as administration planning and operational records, confidential inmate information, police reports and inmate investigations.
3%	N	E	Responsible for the security of the institution through supervision and control of inmates, including responsibility to personally handle inmate incidents in the immediate work area; prevent escapes through proper control of keys, tools and contraband and documenting unusual incidents as they occur. Enters inmate work related data into AS400.
2%	N	E	Performs all other related duties as assigned or requested by the management 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.

Snake River Correctional Institution is tobacco free. Use of tobacco products is restricted to designated smoking areas outside the secure perimeter. The inmates have the potential for becoming angry, hostile, abusive, and aggressive increasing the risk to employees of physical injury, death, and/or being taken hostage. There is an inherent responsibility to provide assistance through recall and/or reassignment during inmate unrest and other emergency situations occurring at the institution.

Duties may involve standing or sitting for long periods of time. Carrying and/or pulling heavy loads, bags, packages, and files to and from various work stations may be required.

All employees are required to use a computer for electronic mail and related inmate work systems in the regular performance of their duties. Operation of a computer is necessary in completing a majority of job assignments within this position.

Work assignments/schedules are determined by management as per the Collective Bargaining Agreement.

This position functions under considerable pressure through changing deadlines, detailed tracking, and constant interruptions. The incumbent must be flexible in completing job duties at a variety of work stations, be flexible in providing coverage for other OS2s within this section who need assistance, and be flexible in working within the guidelines provided by more than one direct supervisor.

All employees shall be expected to interact with co-workers, inmates and the public in a professional, respectful manner. This includes refraining from any type of behavior, action or language that could be perceived as hostile, discriminatory, intimidating, violent or abusive.

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.

Applicable Federal Laws, Oregon Revised Statutes, Oregon Department of Corrections Rules and Policies and Letters of Agreement; SRCI procedures, ACA Standards, current collective bargaining unit contract, and other written directives that are specific to assigned tasks.

b. How are these guidelines used?

Provides limitations, directions, and operating instructions to carry out assigned duties.

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?
DOC Central Office	Phone/Mail/Person	Research, reporting and information sharing	Daily
Staff	Phone/Person	Information sharing	As needed
Other State Agencies/County Court Systems	Phone/Mail	Information sharing, planning	Daily
Attorneys	Phone/Mail	Information sharing, scheduling	Daily
Local Law Enforcement Agencies	Phone/Mail/Person	Information sharing	Daily
General Public	Phone/Mail/Person	Information sharing	Daily
Inmates	On-site/Mail/Person	Information sharing, supervise, notarize documents	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

Exercise independent decision-making in analyzing situations and selecting a course of action within the established procedures.

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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Assigned Manager	Personal observation, written reports, personal interviews, and system audits.	Performance is reviewed on an-ongoing basis and at least annually.	Accuracy, timeliness and conformance to laws, rules policies and procedures.
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SECTION 9. OVERSIGHT FUNCTIONS

- 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 REQUIRMENTS: List any knowledge and skills needed at time of hire that are not already required in the classification specification

Possess exceptional written and oral communication skills and have knowledge in use of Microsoft Word/Excel/Access/Power Point programs. Ability to enter, update, edit and retrieve information from various database programs.

Incumbent must possess sufficient skills to be trained for use of the LEDS/NCIC terminal, IBM AS400 computer, AFAMIS system, word processors, and database/spreadsheet software. Must also possess sufficient skills to be able to monitor budgetary expenditures and to enter and track purchase and work orders. Telephone communications, personal communications, and correspondence are expected to be conducted and/or presented in a professional and effective manner.

Nature of work requires initiative and performance without constant supervision. The incumbent is to maintain high standards of performance by setting an example of cooperation with the other OS2s similarly assigned to meet the goals of the sections.

Job duties involve working with sensitive and/or confidential subject matter. The incumbent is expected to maintain strict confidentiality in all personnel matters and to discretely handle all other data involved within this position.

The incumbent may become a Notary Public and become LEDS certified upon placement within this position.

To demonstrate the knowledge and skills of this position, the employee must have skills in the following areas: performing a variety of clerical functions at a technical or secretarial support level in an office; communicating orally and in writing with a variety of people, answering questions and gathering and exchanging information; organizing work efficiently and exercising independent judgment in making appropriate decisions concerning work methods; applying specific, well defined rules, regulations, policies, and procedures to work performed; typing; and operating a computer. Additionally, must have the ability to gather and organize information or data and prepare reports and to maintain confidentiality of agency records.

The incumbent of this position may be assigned to any work area within the institution that employs this classification.

No attempt is made to describe every duty performed by all positions in this class. Duties are subject to change according to area of assignment.

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

Operating Area	Biennial amount (\$00000.00)	Fund type

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.

