



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
2/25/16

This position is:

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

Agency: Oregon Department of Corrections

Facility: Director's Office, Dome Building

[X] New [ ] Revised

SECTION 1. POSITION INFORMATION

Form with fields: a. Classification Title: Executive Support Specialist 2; b. Classification No: X0119; c. Effective Date: 02/25/16; d. Position No: TBD; e. Working Title: TBD; f. Agency No: 29100; g. Section Title: Director's Office; h. Budget Auth No: TBD; i. Employee Name: (Open); j. Repr. Code: MMN; k. Work Location: Salem - Marion County; l. Supervisor Name: Colette S. Peters; m. Position: Permanent, Full-Time; n. FLSA: Exempt; o. Eligible for Overtime: 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 Director's Office oversees every aspect of the Department of Corrections (DOC). There are five divisions that report to the Director's Office: Operations, General Services, Human Resources, Community Corrections, and Offender Management and Rehabilitation. The following sections report to the Director's Office, as well: Planning and Budget, Office of the Inspector General, Internal Audit, Research and Projects, Government Efficiencies and Communications, and Diversity and Inclusion. In addition, Oregon Corrections Enterprises is a semi-independent agency which reports to the Director's Office.

The Department of Corrections operates under ORS chapter 432 and the Oregon Constitution, which states, in part, "[l]aws for the punishment of crimes shall be founded on these principles: protection of society, personal responsibility, accountability for one's actions and reformation." This directly relates to the department's mission: "To promote public safety by holding offenders accountable for their actions and reducing the risk of future criminal behavior."

The department currently has custody of over 14,700 offenders, sentenced to prison for more than 12 months, and houses them in 14 state correctional institutions.

The department provides administrative oversight and funding for community corrections activities managed by Oregon's 36 counties. The department also manages interstate compact administration, jail inspections, and program evaluations.

**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:**

Assist the Director, Deputy Director and Executive Assistant in the Director's Office in the administration of operational and mission objectives and strategies; in managing and coordinating special projects, agency programs, and operational issues; in the coordination of communications, both internally and externally; and in representing the agency to the public, special interest groups, the legislature, and the media.

In addition, the Executive Support Specialist serves in the capacity of providing direction to DOC staff with respect to agency projects, work assignments, office management, and administrative systems/office functions for the Director'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 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 DOC 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.

Correctional Outcomes through Research and Engagement (CORE), is designed to monitor and measure the work we do every day. This allows DOC to identify opportunities to improve and/or streamline processes, use data to identify constraints, effectively use resources and, ultimately, promote public safety. CORE provides employees with opportunities to influence and improve the fundamental ways we do business.

The Oregon Department of Corrections has a zero-tolerance of sexual abuse and sexual harassment within its institutions/administration buildings/facilities that it owns, operates, or contracts with. The intent of the Prison Rape Elimination Act (PREA) is to ensure a safe, humane, and secure environment, free from the threat of sexual abuse and sexual harassment for all inmates and employee/volunteer/contractor/intern. All forms of sexual contact and sexual harassment between inmates and employees/volunteers/contractors/interns are prohibited by Oregon Department of Corrections policy. Therefore, if you are aware of any such incidents, you have a duty to report them to your supervisor.

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.

**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
80%	NC	E	<p><b><u>ADMINISTRATIVE DUTIES:</u></b> Actively participates as part of the Directors Office.</p> <ul style="list-style-type: none"> <li>• Provides confidential administrative support to the Director, Deputy Director and Executive Assistant. Plans, organizes, prioritizes, and coordinates meetings between the Director, Deputy Director, DOC leadership, other DOC staff, the Governor, legislators, the attorney general’s office, media, local and national partners, and other federal and state personnel. Helps manage relationships with stakeholders.</li> <li>• Acts on behalf of Director, Deputy Director and Executive Assistant to receive scheduling requests and arrange all meetings and maintain the electronic calendars for the Deputy Director, ensuring appropriate materials are prepared and provided for meetings (<i>i.e.</i>, verbal high-level briefings/summaries, agendas and other documents, travel arrangements, itineraries, directions).</li> <li>• Receives and screens telephone calls and visitors, answers questions, provides information, resolves problems, responds to complaints, or routes caller/visitor to appropriate official for action.</li> <li>• Composes and types responses to correspondence for the Deputy Director, reports and prepares briefing documents for meetings. Copies, scans, and faxes</li> </ul>

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

			<p>materials/responses as appropriate and necessary. Distributes incoming faxes to the appropriate recipients.</p> <ul style="list-style-type: none"> <li>• Process confidential information related to personnel actions. Maintains personnel/timesheet records for staff supervised by the Director and Deputy Director. Prepares timesheets for signature and distribution.</li> <li>• Make arrangements for meetings and special conferences, both internal to DOC and off-site, including room and audio/video/other equipment, catering and billing; arranges travel itineraries, including plane tickets and hotel accommodations, and prepares out-of-state travel authorizations and travel expense sheets.</li> <li>• Acts on behalf of Director and Deputy Director to manage and coordinate projects and/or programs that span several divisions and/or locations (<i>i.e.</i>, escalated inmate and employee grievances). Supports Director and Deputy Director by researching statutes, rules, and policies then provides summary, analysis, and recommendations.</li> <li>• Assists in developing and implementing program policies and procedures. Helps to resolve agency problems and issues and to discuss agency goals and objectives.</li> <li>• Performs research activities and writes summary reports on findings. Completes special projects/assignments for the Deputy Director and Executive Assistant.</li> </ul>
10%	NC	E	<p><b><u>PUBLIC RELATIONS</u></b></p> <ul style="list-style-type: none"> <li>• Daily contact in person, by telephone, and in writing with all levels of agency staff and the public to exchange information. Regular contact with employees of other agencies, the legislature, and the media on particular issues related to the mission of the agency. Regular contact with the Governor's office, legislators, attorney general's office, and other government agencies to answer DOC inquiries and schedule meetings. Completes special projects and other duties as assigned, in a timely manner.</li> </ul>
10%	NC	E	<p><b><u>MISCELLANEOUS</u></b></p> <ul style="list-style-type: none"> <li>• AFAMIS Approver for Purchase Orders</li> <li>• Opens mail, scans or reads, and determines appropriate distribution.</li> </ul>

			<ul style="list-style-type: none"> <li>• Monitors levels of office supplies, and submits orders to replenish stock as needed.</li> <li>• Schedules/tracks maintenance and cleaning for Director and Deputy Directors vehicles.</li> <li>• Provides assistance to other division administrators, as needed.</li> <li>• Completes special projects and other duties as assigned by Director, Deputy Director and Executive Assistant.</li> </ul>

**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.**

The person in this position works in an extremely fast-paced, demanding office environment that requires the ability to independently identify and set priorities, adapt to rapidly changing situations and issues, multitask, meet tight deadlines, and understand the political and public sensitivity of issues and decisions. This person communicates with a range of organizations, officials, individuals from different cultural and ethnic backgrounds, media representatives, and members of the public. Work can include contact with emotionally charged individuals via telephone, email, and in person. Occasional evening and weekend work is required. Occasional travel to agency institutions and facilities is expected, where work will be performed in an adult correctional facility, and interactions with inmates will occur (in facilities and in the Dome Building). Incumbent of position is subject to callback in the event of an emergency or work stoppage and is subject to assignment in any area of an institution. Occasional travel to conduct official business on behalf of the department. Occasional overnight travel is required. On-call 24/7 to support Director and Deputy Director, as necessary.

**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.**

- Governor’s Directives/Executive Orders
- Department of Corrections Rules, Policies, and Procedures
- DOC Oregon Accountability Model
- DOC Strategic Plan
- DAS Policies and Procedures
- Oregon Administrative Rules
- Oregon Revised Statutes
- Collective Bargaining Agreements
- Federal Laws and Regulations

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

- To answer inquiries from the general public, legislators, local governments, members of the judiciary, law enforcement, state and federal agencies, national and local community partners, employees, adults in custody and their families.
- In the day-to-day oversight and operation of the department.
- To accomplish agency and program goals accurately and efficiently.
- To make decisions affecting agency operations and program activities.

**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 & OCE executives, managers, and staff	Telephone/in person/written	Exchange of information, schedule meetings	Daily
Governor’s Office, Attorney General’s Office, and Legislature	Telephone/in person/written	Exchange of information, schedule meetings	Daily
Other State of Oregon agency executives, managers, and staff	Telephone/in person/written	Exchange of information, schedule meetings	Daily
Other local and national government agencies/ professional organizations	Telephone/in person/written	Exchange of information, schedule meetings	Daily
Key external stakeholders, partners, and providers (many at the national level)	Telephone/in person/written	Exchange of information, schedule meetings	Daily
Public	Telephone/in person/written	Exchange of information, schedule meetings	Daily
Adults in Custody and their families	Telephone/in person/written	Exchange of information, schedule meetings	Daily

**SECTION 7. POSITION RELATED DECISION MAKING**

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

This position must maintain confidentiality related to Director’s Office issues. This position makes recommendations on policy and operational issues; daily decisions regarding work priorities, handling crisis issues, delegating assignments, and dealing with a wide variety of people. Regularly renegotiates priorities for the Director, Deputy Director, and their schedules.

This position must work with a high degree of independence under general direction of the Executive Assistant. Consult with the Executive Assistant as necessary, to obtain direction,

clarification of expected results, confirm interpretation of regulations and seek guidance in complicated or unclearly define areas.

Decisions made by this position are a direct reflection of the Director and Deputy Director, and the agency. Poor decisions and untimely completion of assignments could result in damaged working relationships with DOC staff, slowed efficiencies and effectiveness of Director, Deputy Director, partners, stakeholder and providers, the Governor’s office, legislature, other state agencies and the public.

**SECTION 8. REVIEW OF WORK**

**Who reviews the work of the position?**

Classification Title	Position Number	How	How Often	Purpose of Review
Executive Assistant	0710002	By telephone/in person/in writing to review the overall performance as it affects the successful operation of the agency and overall communication flow among staff reporting to the Director’s office.	Infrequently – incumbent must work independently and use discretion and judgment in making decisions on a daily basis. Formal annual performance appraisal.	To assure DOC’s mission, vision, values, policies, procedures, and protocols are being effectively implemented.

*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 checked="" 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:

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- The incumbent in this position has access to information of a confidential nature and must possess good organizational, Microsoft Office Suite, and oral/written communications skills.
- Must have excellent customer service skills, with the ability to effectively and tactfully communicate detailed information, both orally and in writing, to a broad spectrum of executive, management, professional, technical, and support staff within the agency, other state and federal agencies, and the public.
- Communication must be at a professional level with attention to grammar, spelling, and punctuation.
- Must be self-motivated and able to meet numerous firm deadlines, with frequent interruptions in daily work schedule.
- Ability to facilitate meetings and to work with people who have diverse interests.
- Ability to gain a thorough understanding of DOC's programs and activities, as well as a working knowledge of other state agency's responsibilities.
- Incumbent may need to travel to correctional facilities statewide and is required to possess and maintain a valid driver's license issued by the state where the employee actually resides or provide an acceptable alternate mode of transportation.
- This position may be required to sit for extended lengths of time.

**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