

EDITED TASK LISTING

CLASSIFICATION: OFFICE SERVICES MANAGER I

NOTE: Each position within this classification may perform some or all of these tasks.

Task Statements	
1.	Plans the work of a variety of critical managerial and supervisory functions, and administrative duties to ensure the staff services performed by employees under their supervision comply with the due process mandates of the courts and the regulatory policies and procedures utilizing data analysis, computerized and manual scheduling and tracking tools of the Board of Parole Hearings (BPH).
2.	Organizes the work of a variety of critical managerial and supervisory functions, and administrative duties to ensure the staff services performed by employees under their supervision comply with the due process mandates of the courts and the regulatory policies and procedures utilizing data analysis, computerized and manual scheduling and tracking tools of the BPH.
3.	Assigns a variety of critical functions, and administrative duties to ensure the staff services performed by employees under their supervision comply with the due process mandates of the courts and the regulatory policies and procedures utilizing data analysis, computerized and manual scheduling and tracking tools of the BPH.
4.	Reviews a variety of critical functions, and administrative duties to ensure the staff services performed by employees under their supervision comply with the due process mandates of the courts and the regulatory policies and procedures utilizing data analysis, computerized and manual scheduling and tracking tools of the BPH.
5.	Monitors unit work product and makes individual task adjustments as needed in order to support the quasi-judicial parole revocation/suitability processes utilizing data analysis, computerized and manual scheduling and tracking tools, under the direction of the BPH, judicial orders, regulatory/statutory tenets and due process mandates.
6.	Approves work procedures of subordinate staff utilizing data analysis, computerized and manual scheduling and tracking tools, to meet the requirements of the BPH, judicial orders, regulatory/statutory tenets and due process mandates.
7.	Reviews work procedures of subordinate staff utilizing data analysis, computerized and manual scheduling and tracking tools, to meet the requirements of the BPH, judicial orders, regulatory/statutory tenets and due process mandates.
8.	Makes decisions on exceptional operating problems utilizing data analysis, computerized and manual scheduling and tracking tools, to meet the requirements of the BPH, judicial orders, regulatory/statutory tenets and due process mandates.
9.	Establishes consistent performance standards and expectations for staff to ensure uniformity of products and services utilizing various resources (e.g., employee performance evaluations, policies, procedures, collective bargaining contracts, laws, rules, communication skills, etc.) as needed.
10.	Implements performance standards and expectations for staff to ensure uniformity of products and services utilizing various resources (e.g., employee performance evaluations, policies, procedures, collective bargaining contracts, laws, rules, communication skills, etc.) as needed.

Tasks highlighted in bold text are not currently on the SPB classification specification

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11.	Facilitates the hiring process by conducting interviews, evaluating and recommending candidates for appointment utilizing various methods of filling vacancies (e.g. certification lists, reinstatements, etc.) as needed.
12.	Develops policies and procedures to ensure the effective operation of the work unit utilizing various resources (e.g., laws, rules, regulations, policies, procedures, etc.) as necessary.
13.	Maintain established policies and procedures to ensure the effective operation of the work unit utilizing various resources (e.g., laws, rules, regulations, policies, procedures, etc.) as necessary.
14.	Recommends changes of policies and operating procedures to ensure the effective operation of the work unit utilizing various resources (e.g., laws, rules, regulations, policies, procedures, etc.) as necessary.
15.	Conducts meetings with staff to communicate information necessary for job performance and/or discuss and resolve issues pertinent to the work unit utilizing communication and interpersonal skills, tact, diplomacy, professionalism, personal expertise, etc. as needed.
16.	Participates in the development and review of budgetary concepts to meet operational needs within monetary constraints to change the level of service or funding within the requirements of workload, judicial orders, regulatory/statutory tenets and due process mandates and/or to propose new program activities not currently authorized utilizing various resources (e.g. workload tracking data, legal mandates, collective bargaining contracts, etc.) as needed.
17.	Supervises support staff engaged in ordering supplies and maintaining equipment in order to provide a well-equipped office, utilizing catalogs and outside vendors, etc. within the Board of Parole Hearings' guidelines.
18.	Directs the work activities of staff to ensure services are provided within parameters/timeframes utilizing effective management skills/tools (e.g., communication, project management, workload tracking/monitoring, staff development, etc.) on a daily basis to meet program objectives.
19.	Ensures the processing of incoming and outgoing mail, email, and faxes by date-stamping (when appropriate), logging, sorting, and distributing letters, documents, memos, reports, etc. to appropriate staff and/or departments utilizing organizational skills, communication skills, filing skills, desk procedures, mailing and distribution lists, etc. on a daily basis.
20.	Composes written documents (e.g., letters, desk procedures, memos, reports, miscellaneous actions, etc.) in order to provide current information, keep accurate records, document issues or situations, respond to inquiries or requests, etc. utilizing notes, written communication skills, and basic mathematical/statistical skills, etc. as directed by Board management and/or legal mandates.
21.	Develops BPH policies to improve hearing procedures and related functions to implement judicial decisions or changes in the law as needed.

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22.	Recommends changes to existing BPH policies and improve hearing procedures and related functions to implement judicial decisions or changes in the law as needed.
23.	Implements changes to existing BPH policies and improve hearing procedures and related functions to implement judicial decisions or changes in the law as needed.
24.	Reviews files in accordance with established guidelines and procedures in order to purge outdated materials, maintain orderly files, and maximize filing space utilizing office procedures, shredding, recycling system, etc. as outlined in the Records Retention Schedule.
25.	Coordinates with the courts, BPH executive management, Division of Adult Institutions staff, Division of Adult Parole Operations staff, Office of Legal Affairs, interpreters, county jail staff, and state hospital staff, to identify problem areas and resolve conflicts ensuring efficiency in the hearing and decision processes.
26.	Responds, both orally and in writing, to inquiries from elected officials, judges, district attorneys offices, attorneys, interpreters, inmates, parolees, and the public concerning hearing schedules, documents, tapes and transcripts as needed.
27.	Oversees payment of contracted services, witness fees and mileage, to ensure timely payment and avoid duplication, utilizing tracking systems in accordance with BPH policies and procedures.
28.	Assists in development and modification of automated systems for calendaring of hearings, processing warrants, issuing of subpoenas, meeting critical timeframes, tracking hearing information and other functions requiring tracking.
29.	Consults with Board Information Technology staff in order to ensure that the Board's intranet, public and professional internet communication is up-to-date and accurate on an ongoing and as needed basis.
30.	Prepares reports of performance, in order to address issues of standard performance and conducts corrective actions and progressive discipline by utilizing direct observation, communication skills, Individual Development Plan (IDP), and letters of commendation on an as needed or yearly basis.