

EDITED TASK LISTING

CLASSIFICATION: OFFICE SERVICES SUPERVISOR I (GENERAL/TYPING)

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

Task Statements	
1.	Instruct staff in methods of clerical work to complete daily tasks utilizing California Code of Regulations (CCR) Title 15, Department Operations Manual (DOM), DOM supplement, software programs, communication skills, etc. on an ongoing basis.
2.	Conduct staff training regarding policy and procedures to ensure compliance utilizing CCR Title 15, In-Service Training (IST) modules, DOM, DOM Supplement, etc. on an ongoing basis.
3.	Promote staff independence to ensure performance expectations are met utilizing verbal and written instructions, personal/professional goals, personal observations, CCR Title 15, etc. on an ongoing basis.
4.	Supervise staff engaging in various routine clerical duties (e.g., setting priorities, filing, copying, etc.) to ensure the accuracy and timeliness of their work by utilizing CCR Title 15, DOM, communication skills, etc. on a daily basis.
5.	Compose various documents (e.g., memorandums, reports, logs, supply orders) in order to provide information and keep accurate records utilizing computer programs, proofreading and editing skills on a regular basis.
6.	Monitor data entry work used to input and disseminate information utilizing software programs, proofreading and editing skills, basic mathematical skills, logs, manuals, etc. as required.
7.	Audit tool control log to prepare quarterly report for Investigative Services Unit (ISU) utilizing the staff report on a daily basis.
8.	Oversee the processing of incoming/outgoing mail (e.g., sorting, logging, postage and distribution) to appropriate staff and inmates utilizing CCR Title 15, DOM Supplement, Strategic Offender Management System (SOMS) and distribution lists on a daily basis.
9.	Maintain supervisory files (e.g., confidential information, Individual Development Plan's [IDP], disciplinary documents, IST records and duty statements) to keep accurate records on file utilizing policies and procedures as required.
10.	Oversee the process of retaining regular and legal/confidential documents to keep accurate records on file utilizing policies and procedures on a daily basis.
11.	Review files to purge outdated materials and maximize available filing space utilizing Records Retention Schedule policies and procedures as required.
12.	Respond to staff, inmates/parolees and their families or representatives, other agencies/departments, and/or the general public to resolve inquiries utilizing electronic devices and communication skills on a daily basis.
13.	Document the receipt of various funds for inmates/parolees to ensure they are forwarded to the appropriate departments utilizing logs, 10-key calculator, etc. as outlined in DOM on a daily basis.
14.	Order supplies/equipment needed to conduct official business utilizing inventories, supply catalogues, order forms and mathematical skills as needed.

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

EDITED TASK LISTING

CLASSIFICATION: OFFICE SERVICES SUPERVISOR I (GENERAL/TYPING)

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

Task Statements	
15.	Initiate work orders/contracts for equipment maintenance to ensure staff has the necessary tools to complete assigned tasks utilizing institutional procedures as needed.
16.	Oversee the operation of office equipment to complete assigned duties utilizing policies and procedures on a daily basis.
17.	Supervise inmates to assist in the janitorial maintenance of the office utilizing CCR Title 15, communication skills, and departmental procedures as required.
18.	Promote Equal Employment Opportunity (EEO) to maintain a work environment that is free of discrimination and harassment utilizing various resources (e.g., policies, procedures, and training) on a continuous basis.
19.	Address performance deficiencies to improve staff performance/behavior by utilizing the Disciplinary Matrix as needed.
20.	Schedule/attend various meetings to exchange/discuss information on staff/inmate issues and concerns utilizing departmental resources as needed.
21.	Serve as a panel member on hiring interviews to assess the suitability of potential employees utilizing communication skills, personal observation and experience as needed.
22.	Maintain records to evaluate productivity and backlog by utilizing various reports on a daily basis.
23.	Maintain confidentiality and professionalism when dealing with staff, inmates and investigations utilizing the Code of Conduct, Health Insurance Portability Accountability Act (HIPAA) Code of Ethics etc., as mandated.
24.	Promote teambuilding and motivate staff to maintain positive working relationships utilizing Code of Conduct, staff meetings, and effective communication on a daily basis.
25.	Manage leave requests to provide coverage ensuring institutional needs are met by utilizing written/verbal communication and departmental policy and procedures on an as needed basis.
26.	Respond to inmate requests (e.g., CDCR 22's and GA-22's) to resolve concerns regarding various issues utilizing departmental policies and procedures on a daily basis.
27.	Interview inmates regarding appeals (e.g., CDCR 602's) to resolve various issues utilizing departmental policies and procedures on a continuous basis.
28.	Oversee disapproval of inmate mail (e.g. disallowed mail/magazines/ packages, etc.) to maintain institutional safety/security utilizing CDCR Form 1819, CCR Title 15, DOM, DOM Supplement, etc., on a daily basis.
29.	Ensure staff follows contraband guidelines to maintain institutional safety and security utilizing correctional awareness and institutional policies and procedures as needed.
30.	Review Employee Attendance Report/998a form to ensure accuracy utilizing departmental leave usage policy as required.
31.	Complete staff Individual Development Plans (IDPs) and/or probation reports to ensure performance goals are met utilizing departmental guidelines as mandated.

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