

## EDITED KSAPC LISTING

### CLASSIFICATION: SUPERVISING PROGRAM TECHNICIAN III

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

<b>KSAPC Statements</b>	
<b>Knowledge of:</b>	
K1.	Advanced knowledge of office methods and procedures (e.g., filing systems, tracking systems, desk procedures, data entry, etc.) to maintain and retrieve information, respond to inquiries and effectively train staff.
K2.	Comprehensive knowledge of office equipment (e.g., computer software/programs, fax machine, scanner, telecommunication devices, etc.) to process documents and disseminate information to internal/external agencies.
K3.	Advanced knowledge of appropriate laws, rules, regulations, and policies (e.g., Penal Code, California Code of Regulations (CCR), Title 15, Department of Justice (DOJ), Departmental Operational Manual (DOM), etc.) to ensure staff are in compliance.
K4.	<b>Advanced knowledge of departmental, state, and federal computer systems (e.g., Offender Based Information System (OBIS), California Law Enforcement Telecommunication System (CLETS), National Crime Information Center (NCIC), Distributed Data Processing System (DDPS), CalParole, etc.) in order to train staff, organize and plan the work of your shift, and meet deadlines and other state and federal requirements.</b>
K5.	<b>Comprehensive knowledge of institution and parole divisions' correctional case records procedures and programs in order to interface with these divisions, respond to their requests, and communicate effectively with the divisions and outside law enforcement agencies.</b>
K6.	<b>Advanced knowledge of departmental organization and structure in order to direct requests and problems to the appropriate person, especially during emergency or after-hours.</b>
K7.	<b>Advanced knowledge of departmental and law enforcement terms in order to quickly comprehend and respond to requests from California Department of Corrections and Rehabilitation (CDCR) staff and outside law enforcement agencies.</b>

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

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<b>KSAPC Statements</b>	
<b>Ability to:</b>	
A1.	Ability to effectively communicate both verbally and in writing to disseminate information, respond to inquiries, and deal tactfully with departmental staff and outside agencies.
A2.	Ability to apply appropriate laws, rules, regulations, and policies (e.g., Penal Code, CCR, Title 15, DOJ, DOM, etc.) when responding to inquiries from internal/external agencies.
A3.	Ability to evaluate departmental policies and unit procedures to provide guidance and ensure compliance.
A4.	Ability to perform administrative duties (e.g., data entry, filing, proofreading, etc.) to effectively perform assigned duties.
A5.	Ability to follow verbal and written instructions to resolve technical issues/concerns and ensure optimal performance.
A6.	Ability to use various database systems to resolve technical issues/concerns and effectively perform assigned duties.
A7.	Ability to work independently with minimal direction to complete daily assignments.
A8.	<b>Ability to multi-task and prioritize workload to ensure timeframes are maintained.</b>
A9	<b>Ability to plan, organize, direct and evaluate the work of employees in order to effectively supervise staff, ensure work is done accurately and within timeframes.</b>
A10	<b>Ability to assess the training needs of employees in order to develop and improve staff performance.</b>
A11	<b>Ability to develop staff in order to help them maximize their potential in the unit and learn the knowledge and skills needed for promotional opportunities.</b>
A12	<b>Ability to effectively promote equal opportunity in employment in order to maintain a work environment that is free of discrimination and harassment.</b>
A13	<b>Ability to exercise independent judgment in evaluating situations and making sound decisions in order to respond to problems and/or emergencies.</b>
A14	<b>Ability to communicate information concisely and efficiently in order to respond to telephone and teletype inquiries, plan, direct and train staff, and maintain good working relationships with CDCR, DOJ, Board of Parole Hearings (BPH), and others contacted in the course of the work.</b>

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<b>KSAPC Statements</b>	
<b><i>Personal Characteristics:</i></b>	
PC1	<b>Tact in order to create and maintain effective working relationships.</b>
PC2	<b>Willing to read and handle graphic and violent descriptions of inmates' and parolees' actions.</b>

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*KSA-SPT III*