



## SUPERVISING CASE RECORDS TECHNICIAN

Department of Corrections and Rehabilitation

Departmental Open Examination  
Examination Code: 9CE26  
Final Filing Date: Continuous

### EQUAL OPPORTUNITY EMPLOYER

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right of family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding, and related medical conditions), and sexual orientation.

### TESTING DEPARTMENTS

California Department of Corrections and Rehabilitation (CDCR)

### CLASSIFICATION DETAILS

#### Salary Range:

\$3,738 - \$4,681 per month

View the [classification specification](#) for the Supervising Case Records Technician classification.

### WHO SHOULD APPLY

Applicants who meet the minimum qualifications as stated below.

Once you have taken the Qualifications Assessment Examination, you may not retake it for twelve (12) months.

### HOW TO APPLY

All applicants must complete and submit an [Examination Application \(STD. 678\)](#) **and** [Qualifications Assessment](#)

By mail to:

**Department of Corrections and Rehabilitation  
Office of Workforce Planning  
P.O. Box 942883  
Sacramento, CA 94283-0001**

Or in person at:

**Department of Corrections and Rehabilitation  
1515 S Street  
Sacramento, CA 95811-7243  
Attn: Office of Workforce Planning, 211S**

If you are personally delivering your application and Qualifications Assessment, you must do so between the hours of **8:00 a.m.** and **5:00 p.m.**, Monday through Friday, excluding holidays, on or before the cut-off date to the same street address as listed above.

Qualifications Assessments for Supervising Case Records Technician are available from the CDCR website at: [Supervising Case Records Technician](#) or in person at the street address listed above

Completed applications and all required documents must be received or postmarked by the cut-off date in order to be considered. If an application is received after the cut-off date with a late or missing postmark, the application is considered late and will be included in the next cut-off date for processing. It is the applicant's responsibility to submit their application on time and to ensure the envelope is postmarked if applying by way of U.S. mail or contains proof of timely deposit with a parcel delivery or courier service. Dates printed on Mobile Bar Codes, such as the Quick Response (QR) Codes available at the United States Postal Service (USPS), are not considered Postmark dates for the purpose of determining timely filing of an application.

**NOTE:** Only applications with an original signature will be accepted.

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BULLETIN RELEASE DATE: 2/7/2020**

**SPECIAL TESTING ARRANGEMENTS**

If you require special testing arrangements due to a verified disability or medical condition, mark the appropriate box on your Examination Application (STD. 678) and you will be contacted to make specific arrangements. You may also contact the Office of Workforce Planning at (916) 322-2545.

**APPLICATION DEADLINES/REQUIREMENTS**

Candidates must complete and return the Supervising Case Records Technician Qualifications Assessment along with his/her Examination Application (STD. 678). Candidates who meet the minimum qualifications will have their Qualifications Assessment rated.

All applicants must meet the minimum qualifications for this examination at the time he/she files his/her application.

**TEST DATE**

Applications will be accepted on a continuous basis.

**Cut-off dates for processing will be:**

September 4, 2020      March 5, 2021      September 3, 2021

**Note:** Check back periodically as cut-off dates may be added in the future. Additionally, cut-off dates are subject to change or be cancelled at any time. Such changes or cancellations will be in accordance with civil service laws and rules.

Results notices will be mailed in 6 – 7 weeks following each cut-off date. Please contact the Office of Workforce Planning at (916) 322-2545 if you have not received your notice after 7 weeks.

**MINIMUM QUALIFICATIONS**

**Either 1**

**Experience:** In the California state service, one year of experience performing the duties of a Case Records Technician, Range B.

**Or 2**

**Experience:** Three years of clerical experience performing duties in the processing and maintaining of office records. (Experience in the California state service applied toward this requirement must include one year in a class with a level of responsibility not less than a Case Records Technician, Range B.). **and**

**Education:** Either equivalent to completion of the 12th grade or completion of a business school curriculum.

Qualifying experience may be combined on a proportionate basis if the requirements stated above include more than one pattern and are distinguished as "Either" 1, "or" 2, "or" 3, etc. For example, candidates who possess qualifying experience amounting to 50% of the required time of Pattern 1, and additional experience amounting to 50% of the required time of Pattern 2, may be admitted to an examination as meeting 100% of the overall experience requirement.

**OUT-OF-CLASS EXPERIENCE:** A "completion of an out-of-class assignment" memorandum, dated within one year of assignment completion, is required to use as out-of-class experience to meet the minimum qualifications for examination purposes. Employees may obtain this documentation from his/her Institutional Personnel Officer/Personnel Liaison. Out-of-class experience without required documentation will not be considered for examination purposes.

**NOTE: High School Equivalence:** Equivalence to completion of the 12<sup>th</sup> grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

**SPECIAL PERSONAL CHARACTERISTICS**

Willingness to work in a variety of correctional or parole settings; capacity for assuming progressively greater responsibility; tact; read or view potentially graphic or discomfiting information; and work long and unusual hours based on operational needs.

**POSITION DESCRIPTION AND LOCATION(S)**

The **Supervising Case Records Technician** is the supervisory level in the series. Incumbents train, plan, organize, and direct the work of subordinate staff engaged in processing, maintaining, and controlling inmate, youthful offender, and parolee records; perform the full range of supervisory duties including interviewing and selecting staff; evaluating training needs and performance; assigning work; representing the unit supervised in management staff meetings; collecting, compiling, and summarizing data in report form regarding activities in the unit supervised; assisting in the development of workload projections and budgetary resources; reviewing, evaluating, and recommending operating procedures to reflect changes resulting from legislation or other factors; participating as a member of a task force or work group evaluating business operations or procedures; and personally perform the more difficult work.

Positions are located statewide with CDCR.

## **EXAMINATION PLAN**

**EXAMINATION INTERVIEWS WILL NOT BE HELD.** This examination will consist of a Qualifications Assessment weighted 100%. To obtain a position on the eligible list, applicants must achieve a minimum rating of 70.00% on the Qualifications Assessment.

The Qualifications Assessment is designed to elicit a range of specific information regarding each candidate's knowledge, skill, abilities, and potential to effectively perform the duties relative to the classification. Candidates who meet the minimum qualifications will have their Qualifications Assessment rated and successful candidates will be placed on an eligible list. **SUBMISSION OF THE QUALIFICATIONS ASSESSMENT IS MANDATORY.** Candidates who do not submit a completed Qualifications Assessment will be eliminated from this examination.

### **Qualifications Assessment -- Weighted 100.00%**

**Scope:** Emphasis in the examination will be on measuring competitively, relative to job demands, each candidate's:

**Knowledge of:**

1. Modern office supplies, equipment, and procedures.
2. Grammar, spelling, punctuation, and modern English usage.
3. Arithmetic.
4. The Department's purpose, organization, activities, and automated systems.
5. Rules, regulations, general organization, and procedures of the California Department of Corrections and Rehabilitation.
6. The Equal Employment Opportunity Program.
7. A supervisor's role in planning, organizing, and directing the work of subordinate staff.
8. The principles and practices of budgeting and personnel management.

**Ability to:**

1. Interpret written and numerical data.
2. Use personal computer/microcomputer systems and software applications in the performance of technical work.
3. Accurately enter data into a computerized database.
4. Learn and understand a broad range of technical data and apply it to individual cases.
5. Perform technical tasks in the correctional case record keeping process.
6. File case records files and maintain a filing system.
7. Communicate effectively.
8. Perform mathematical computations.
9. Apply laws, rules, and regulations.
10. Interpret and use reference material.
11. Follow instructions.
12. Use tact and good judgment in dealing with fellow employees, the public, and other governmental entities.
13. Operate office machines.
14. Independently apply appropriate sections of the laws, rules, regulations, departmental policies, and procedures to specific situations.
15. Write clear and comprehensive reports, and communicate effectively and tactfully with internal and external contacts at all levels.
16. Analyze situations accurately and adopt an effective course of action.
17. Train new employees and effectively supervise subordinate staff.
18. Contribute effectively to the Department's Equal Employment Opportunity Program.

The Job Analysis identifies job duties and job requirements for the classification and may be referenced in preparing for the examination. The Job Analysis for the Supervising Case Records Technician is available on the CDCR website at: [CDCR Job Analysis](#).

## **ELIGIBLE LIST INFORMATION**

Names of successful candidates are merged onto the list(s) in order of final scores, regardless of date. Eligibility expires 12 months after establishment unless the needs of the service and conditions of the list(s) warrant a change in this period.

## **VETERANS' PREFERENCE/CAREER CREDITS**

Veterans' Preference will be granted in this examination. Veterans who have achieved permanent civil service status are not eligible to receive Veterans' Preference. Career credits will not be granted in this examination.

## **DIVERSITY AND INCLUSION**

The California Department of Corrections and Rehabilitation and the California Correctional Health Care Services are committed to building an inclusive and culturally diverse workplace. We are determined to attract and hire more candidates from diverse communities and empower all employees from a variety of cultural backgrounds, perspectives, and personal experiences. We are proud to foster inclusion and drive collaborative efforts to increase representation at all levels of the Department.

## **DRUG-FREE STATEMENT**

It is an objective of the State of California to achieve a drug-free State work place. Any applicant for State employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

**GENERAL INFORMATION**

**Veterans' Preference:** California law allows the granting of Veterans' Preference in any **Open** examination. In accordance with Government Code Sections 18973.1 and 18973.5, Veterans' Preference will be awarded as follows: 1) any veteran, widow or widower of a veteran, or spouse of a 100% disabled veteran, who achieves a passing score in an open examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference; 2) Veterans' Preference is not granted once a person achieves permanent civil service status.

Directions to apply for Veterans' Preference are available at the CalHR's website by clicking on the following link: [CalCareer Veterans](#). Additional information can also be found at the California Department of Veterans Affairs at [CalVet Veterans](#).

**The Department of Corrections and Rehabilitation** reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all applicants will be notified.

**Examination Locations:** If this examination requires a written test and/or oral interview, they will be scheduled throughout the State at the correctional institutions, youth facilities, and/or parole regions. However, locations of the written test and/or oral interview may be limited or extended as conditions change.

**If you meet the requirements** stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described in this bulletin will be rated against a predetermined job-related rating, and all applicants who pass will be ranked according to their score.

**General Qualifications:** Applicants must possess essential personal qualifications including integrity, initiative, dependability, good judgement, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination and fingerprinting may be required. In open examinations, investigation may be made of employment records and personal history.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

**CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION  
OFFICE OF WORKFORCE PLANNING  
EXAMINATION SERVICES UNIT  
1515 S STREET, SACRAMENTO, CA 95811  
EMAIL: [ExamHelpDesk@cdcr.ca.gov](mailto:ExamHelpDesk@cdcr.ca.gov)  
PHONE: (916) 322-2545  
Telecommunications Relay Service: 711**

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