

EDITED KSAPC LISTING

CLASSIFICATION: **CASE RECORDS TECHNICIAN**

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

KSAPC Statements	
Knowledge of:	
K1.	Basic knowledge of modern office supplies (e.g., paper, toner, forms, first aid kit, etc.) to routinely inventory, maintain, and order office supplies to effectively accomplish the mission of Case Records Services.
K2.	Basic knowledge of modern office equipment (e.g., computer, copier, etc.) to perform assigned duties.
K3.	Basic knowledge of modern office desk and operational procedures to perform assigned duties.
K4.	Comprehensive knowledge of grammar to accurately compose, proofread, and correct documents.
K5.	Comprehensive knowledge of spelling to accurately compose, proofread, and correct documents.
K6.	Comprehensive knowledge of punctuation to accurately compose, proofread, and correct documents.
K7.	Comprehensive knowledge of modern English usage to accurately compose, proofread, and correct documents.
K8.	Comprehensive knowledge of arithmetic to complete basic addition, subtraction, multiplication, and division, and calculate percentages associated with assigned duties.
K9.	Basic knowledge of records security/confidentiality policies and procedures to maintain safety/security of the files.
K10.	Basic knowledge of file structure to properly file documents to adhere to policy and procedures.
K11.	Comprehensive knowledge of filing techniques (e.g., alphabetical, numerical, and chronological) to properly maintain records.
K12.	Basic knowledge of leadership techniques to act as a lead on a special project.

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Ability to:	
A1.	Interpret written data to perform assigned duties.
A2.	Interpret numerical data to perform assigned duties.
A3.	Accurately enter data into a computerized database to ensure precise record keeping and tracking.
A4.	Learn a broad range of technical data to comply with Departmental policy/office procedure.
A5.	Understand a broad range of technical data to comply with Departmental policy/office procedure.
A6.	Apply learned and understood technical data to individual cases to process, maintain, and control inmate, youthful offender and parolee records.
A7.	Scan and file case records files to maintain security.
A8.	Maintain a filing system for accountability.
A9.	Accurately and effectively communicate both verbally and in writing to provide information and direction to meet the department's mission, values, and goals.
A10.	Work as a team assisting staff to ensure efficient and effective operation of the office.
A11.	Perform basic addition, subtraction, multiplication, division, and percentage calculation to create statistics, reports, and inventory.
A12.	Apply laws, rules, and regulations to complete assigned duties in accordance with Departmental policy.
A13.	Interpret reference material to understand and apply appropriate laws, rules, and regulations.
A14.	Use reference material to appropriately apply laws, rules, and regulations to complete assigned duties.
A15.	Prioritize workload to effectively complete tasks in a timely manner.
A16.	Follow written and verbal instructions to complete assigned duties.
A17.	Properly manage time to meet established timeframes.
A18.	Use tact and good judgment to disseminate information, and respond to inquiries from staff, government agencies, public, and inmates/youthful offenders/parolees.
A19.	Utilize in-house systems (e.g., Automated Transfer System, Live Scan, California Law Enforcement Telecommunications System, and SOMS etc.) to complete assigned duties.
A20.	Use personal computer systems to enter data, retrieve information, and prepare reports and correspondence.
A21.	Operate office machines (e.g., scanners, printers, copiers, labelers, fax machine, telephone, etc.) to process documents/forms and disseminate information.
A22.	Use software applications to enter data, retrieve information, and prepare reports and correspondence.
A23.	Effectively observe inmates/youthful offenders to maintain safety/security of the institution/facility.

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

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KSAPC Statements

Special Physical Characteristics:

SPC1.	Willingness to work in a variety of correctional or parole settings; capacity for assuming progressively greater responsibility; tact; read or view potentially graphic or discomfoting information; and work long and unusual hours based on operational needs.
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