

EDITED TASK LISTING

CLASS: Supervising Program Technician I

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

Task #	Task
1.	Train employees in order to prepare them to carry out assigned duties, ensure that the work is being completed as required, and comply with state and federal mandates, using knowledge of state and federal mandates, training manuals, knowledge of computer systems (e.g., Offender Based Information System (OBIS), Law Enforcement Automated Data System (LEADS), California Law Enforcement Telecommunication System (CLETS), National Crime Information Center (NCIC), Distributed Data Processing System (DDPS), etc.), knowledge of communication skills, as needed.
2.	Plan the work of a small unit comprised mainly of Program Technicians and Program Technician IIs in order to ensure that all shifts are covered, meet state and federally mandated timeframes, and that the work assigned to that unit is completed in a timely manner and handle disputes among staff and outside law enforcement and public, using communication skills and tact, knowledge of shift and coverage needs, set standards and procedures, staff skills and knowledge, etc. as directed by supervisor and state and federal mandates.
3.	Organize the work of a small unit comprised mainly of Program Technicians and Program Technician IIs in order to set schedules and ensure shift coverage using staff skills and knowledge, time off and overtime approvals, knowledge of available resources, communication skills and tact, knowledge of bargaining unit contracts, etc. as directed by supervisor.
4.	Identify record keeping and data collection requirements in order to meet Institution Division requests on a timely basis, ensure compliance with California Department of Corrections' (CDC) record keeping policies, etc. using microfilm, scanning system, Archives' records, hard copies of central files, etc. as required by state law and Departmental Operations Manual (DOM).
5.	Develop training programs for staff in order to train employees and ensure consistency among shifts and staff, using unit statistics and standards, knowledge of staff and shift needs, knowledge of laws, rules, regulations, procedures, bargaining unit contracts, etc. as directed by supervisor and departmental needs.
6.	Write procedural and training manuals in order to standardize employees' performance, ensure consistency among shifts and staff, etc. using departmental resources (e.g., DOM, Title 15, Penal Code, etc.), knowledge of state and federal mandates, knowledge of computer systems (e.g., Word, Excel, etc.), as needed and directed by supervisor.
7.	Act as a liaison between CDC and Department of Justice (DOJ) or other law enforcement agency when problems arise in order to provide advice, resolve conflicts, and interpret rules, regulations, policies, and procedures, using communication skills and tact, phone skills, knowledge of state and federal laws, rules, regulations, policies, and procedures, as needed.

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8.	Participate in the hiring process in order to ensure adequate shift coverage and qualified employees in the unit using knowledge of departmental personnel policies, bargaining unit contracts, DOM, knowledge of unit needs, communication skills, etc. as directed by management.
9.	Review shift employees' time and attendance records in order to ensure accuracy and completeness and forward to the timekeeper, ensure that time off and overtime were approved, and ensure compliance with state personnel regulations, using knowledge of state and departmental personnel policies, bargaining unit contracts, state forms, knowledge of departmental guidelines for different shifts (e.g., straight eights, shift differentials, weekends/holidays, etc.), etc. on a weekly basis.
10.	Compile employee data to recommend corrective or disciplinary actions in order to ensure unit work is completed accurately, efficiently, and within authorized timeframes, to correct employee problems with performance, attendance, or actions contributing to a hostile work environment (e.g., inability to work with others), and comply with Equal Employment Opportunity (EEO), DOM, and other personnel requirements, using bargaining unit contracts, DOM, EEO/sexual harassment laws and rules, Title 15, personnel guidelines, record keeping skills, knowledge of confidentiality laws, skill at conflict management, the requirements of the job, etc. at the direction of supervisor.
11.	Gather data for Supervising Program Technician III (e.g., attendance records, phone logs, production logs, overtime logs, error logs, maintenance records for programs and equipment, system downtime, etc.) in order to justify staffing, overtime, and resource requests; staff meetings; on-going unit training; etc. using departmental and unit standards, state and federal mandates, stats sheets completed by staff, 998 forms, phone system, teletype logs, information from Warrant Officer, etc. at the direction of the supervisor.
12.	Answer telephone inquires from the public, law enforcement agencies, governmental agencies, executive staff, institutions, parole offices, etc. in order to provide information about the location/status of inmates and parolees, verify warrants from state and out-of-state law enforcement, place holds/wants/detainers on active parolees and escapees, liaison with Board of Prison Terms, Department of Justice, etc. using communication skills, telephone system, in-house tracking systems (OBIS, DDPS, LEADS, etc.), CLETS, knowledge of Penal Code, interstate parole and extradition regulations, conditions of parole, etc. as required by federal and departmental mandates.
13.	Maintain inventory of stock and equipment in order to ensure unit has adequate materials and resources to meet shift requirements using knowledge of available resources, departmental procedures, shift needs, etc. as needed.

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