

EDITED KSAPC LISTING

CLASS: SUPERVISING CASE RECORDS TECHNICIAN

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

KSAPC Statements	
Knowledge of:	
K1.	Comprehensive knowledge of modern office supplies (e.g. paper, toner, forms, first aid kit, etc.) in order to routinely inventory, maintain and order office supplies.
K2.	Comprehensive knowledge of modern office equipment (e.g., computer, copier, etc.) in order to perform assigned duties.
K3.	Comprehensive knowledge of modern office procedures (e.g., desk and operational procedures, etc.) in order 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, division and calculate percentages associated with assigned duties.
K9.	Comprehensive knowledge of automated systems (e.g., Electronic Record Management System [ERMS], Strategic Offender Management System [SOMS], etc.) to effectively file and maintain documents that belong to inmates, youthful offenders and parolees.
K10.	Comprehensive knowledge of rules, regulations and procedures of the California Department of Corrections and Rehabilitation (CDCR) to maintain the security/confidentiality of inmates, youthful offenders and parolee records.
K11.	Comprehensive knowledge of general organizational and filing techniques (e.g., alphabetical, numerical, and chronological) to properly maintain records.
K12.	Basic knowledge of the Department's mission, purpose, organization and activities related to inmates, youthful offenders and parolees to ensure the security and safety of the public.
K13.	Basic knowledge of supervision techniques to effectively supervise inmates/youthful offenders and maintain safety/security of the institution/facility.
K14.	Basic knowledge of directing staff to complete assignments using leadership techniques.
K15.	Basic knowledge of a supervisor's role in planning and organizing staff workload in order to train and ensure compliance with Departmental policies and procedures.
K16.	Basic knowledge of the Department's Equal Employment Opportunity Program objectives in order to handle inquiries and ensure compliance with these rules.
K17.	Basic knowledge of the principles and practices of budgeting and personnel management to provide appropriate leadership and direction.

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

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<i>Skill in:</i>	
S1.	Operate office machines (e.g., scanners, printers, copiers, labelers, fax machine, telephone, etc.) in order to process documents/forms and disseminate information.
S2.	Use personal computer systems in order to enter data, retrieve information, and prepare reports and correspondence.
S3.	Use software applications in order to enter data, retrieve information, and prepare reports and correspondence.
S4.	Type a minimum of 40 words per minute in order to process documents/forms and enter data in a timely manner.

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Ability to:	
A1.	Interpret written and numerical data in order to perform assigned duties.
A2.	Utilize systems and software applications (e.g., SOMS, ERMS, Board Information Tracking System (BITS), etc.) to ensure proper housing and release of inmates/youthful offenders.
A3.	Accurately enter data into a computerized database to ensure precise record keeping and tracking.
A4.	Learn and understand a broad range of technical data in order to comply with Departmental policy/office procedure.
A5.	File case records documents to maintain security and confidentiality.
A6.	Maintain a supervisory filing system to ensure staff accountability.
A7.	Communicate effectively using good judgment, tact and professionalism to disseminate information and respond to inquiries.
A8.	Perform basic addition, subtraction, multiplication, division, and percentage calculation to create statistics, reports and inventory.
A9.	Apply laws, rules and regulations to complete assigned duties in accordance with Departmental policy.
A10.	Interpret and use reference material in order to understand and apply appropriate laws, rules and regulations.
A11.	Follow written and verbal instructions in order to complete assigned duties correctly within established timeframes.
A12.	Write clear and comprehensive reports in order to disseminate information and deal tactfully with staff, governmental agencies, and inmates/youthful offenders/parolees.
A13.	Analyze situations accurately and adopt an effective course of action to ensure staff follows through with daily assigned tasks.
A14.	Effectively train/supervise new employees and staff to ensure Departmental policies/office procedures are followed and completed on a daily basis.
A15.	Contribute effectively to the Department's Equal Employment Opportunity Program in order to maintain a fair and equitable work environment free from harassment and discrimination.
A16.	Prioritize workload to effectively complete tasks in a timely manner.
A17.	Perform multiple assignments to ensure completion of time sensitive tasks.
A18.	Work as a team leader assisting staff in order to ensure efficient and effective operation of the office.

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KSAPC Statements

Personal/Physical Characteristics:

PC1.	Capacity for assuming progressively greater responsibility.
PC2.	Tact and professionalism when working with confidential personnel issues.

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