

EDITED TASK LISTING

CLASS: SUPERVISING CASE RECORDS TECHNICIAN

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

Task Statements	
1.	Plan and organize the work of Case Records Technicians (CRTs) and/or other clerical staff engaged in processing, maintaining and controlling inmate, youthful, parolee and discharged offenders records to ensure staff work is accurate and routed to the appropriate area by using computer/manual tracking systems, desk reference manuals, etc. as directed by management, on an on-going basis.
2.	Assign and direct the work of the CRTs and/or other clerical staff engaged in processing, maintaining and controlling inmate, youthful, parolee and discharged offenders records to ensure staff work is accurate and routed to the appropriate area by using computer manual tracking systems, desk reference manuals, etc. on an on-going basis per Departmental policy.
3.	Assist in the interviewing process of applicants in order to select the most qualified applicant using screening criteria, develop interview questions, and participate as a panel member on an as needed basis per departmental policy and hiring practices.
4.	Evaluate the training needs of CRTs and/or other clerical staff in order to ensure staff is equipped with the skills and knowledge needed to perform their assigned duties by using computer/manual tracking systems, desk reference manuals, and verbal/written communication skills as directed by management, on an on-going basis.
5.	Evaluate the work performance of CRTs and/or other clerical staff in processing inmate, youthful, parolee and discharged offenders records to ensure staff work is accurate and distributed in a timely manner by using computer/manual tracking systems, desk reference manuals, and verbal/written communication skills as directed by management, on an on-going basis.
6.	Initiate employee progressive disciplinary action in order to correct/improve performance/behavior by using written or verbal communication skills in accordance with Title 15, Departmental Operations Manual (DOM), Bargaining Contract Agreement, etc. as needed.
7.	Represent the office in management staff meetings to provide and receive technical expertise/information by using communication skills, policies/procedures, memorandums, laws, rules and regulations as directed by management, as needed.
8.	Collect and compile data (e.g., statistical reports, backlog reports, etc.) for management to accurately reflect timely processing of casework by using computer/manual tracking system, Electronic Record Management System (ERMS), Strategic Offender Management System (SOMS) and/or other database systems according to Departmental policy/office procedures, as needed.
9.	Utilize data (e.g., statistical reports, backlog reports, etc.) to provide appropriate training for staff and ensure accurate completion of casework by using computer/manual tracking system, ERMS and SOMS according to Departmental policy/office procedures, as needed.

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

EDITED TASK LISTING

CLASS: SUPERVISING CASE RECORDS TECHNICIAN

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

Task Statements	
10.	Assist in projecting workload for management to accurately reflect timely processing of casework by using computer/manual tracking system, SOMS and ERMS according to Departmental policy/office procedures, as needed.
11.	Evaluate operating procedures to ensure compliance with current legislative/Departmental policies without disruption to workload using computer/manual system and reference materials as directed by management, as needed.
12.	Recommend operating procedures to ensure compliance with current legislative/Departmental policies without disruption to workload using computer/manual system and reference materials as directed by management, as needed.
13.	Implement operating procedures to ensure compliance with current legislative/Departmental policies without disruption to workload using computer/manual system and reference materials as directed by management, as needed.
14.	Provide training to CRTs and/or other clerical staff to ensure they are equipped with the necessary skills, knowledge and reference materials/tools required to perform their assigned duties by using computer/manual applications and desk reference materials as directed by management, on an on-going basis.
15.	Maintain supervisory work files (e.g., leave requests, performance reviews, training records, etc.) for CRTs and/or other clerical staff in order to maintain accurate records using written communication, organizational skills and computer applications as required by Title 15, DOM, Bargaining Contract Agreement, etc., on an on-going basis.
16.	Complete probationary/annual reports for CRTs and/or other clerical staff in order to accurately reflect staff performance by using written communication, organizational skills and computer applications within required timeframes under the direction of management, as needed.
17.	Provide cross-training/on-the-job training to CRTs and/or other clerical staff to ensure compliance with Departmental policy and operational needs to eliminate backlog by using current desk procedures under the direction of management, as necessary.
18.	Represent the Department/Case Records as a liaison to respond to inquiries for Departmental staff and stakeholders requesting information to ensure public safety based on laws, rules and regulations, as required.
19.	Participate as a member of a task force or work group for Case Records to evaluate operations or procedures using reference materials, manuals, desk procedures, and computer/communication skills under the direction of management, as needed.
20.	Perform the more difficult tasks such as procedural changes and training to ensure compliance using reference materials, manuals, desk procedures, and computer/communication skills under the direction of management, as needed.

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

EDITED TASK LISTING

CLASS: SUPERVISING CASE RECORDS TECHNICIAN

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

Task Statements	
21.	Conduct meetings with staff in order to disseminate information, clarify memos and update procedures to ensure appropriate mandates are followed using written/verbal communication skills and training under the direction of management, on an as needed basis.
22.	Monitor inmates or youthful offenders in your immediate area to ensure safety and security of the institution/facility using observation techniques as mandated by DOM and Title 15, as needed.
23.	Supervise assigned inmates or youthful offenders directly to ensure safety and security of the institution/facility using training, monitoring and reporting mandated by DOM and Title 15, on an on-going basis.
24.	Utilize automated systems in order to monitor the housing and release of inmate, youthful, parolee and discharged offenders using various systems (e.g., SOMS, ERMS, Board Information Tracking System (BITS), etc.) as mandated by DOM and Title 15, as needed.
25.	Provide back-up to Supervising CRTs, CRTs and/or other clerical staff to eliminate backlog using current desk procedures and cross training under the direction of management, as necessary.
26.	Schedule inmate, youthful, parolee and discharged offenders record reviews to comply with requests from Department of Justice, stakeholders, etc. using automated/manual systems as mandated by policy/procedures, DOM and Title 15, as needed.
27.	Maintain integrity and uniformity of inmate, youthful, parolee and discharged offenders records using automated/manual filing systems in accordance with security/confidentiality procedures and policies, DOM, and Title 15, on an ongoing basis.
28.	Generate reports for discrepancies pertaining to inmate, youthful, parolee and discharged offenders' records to ensure timely processing of casework per Departmental policy/office procedures using automated/manual filing systems, on an as needed basis.
29.	Perform random audits and resolve discrepancies of inmate, youthful, parolee and discharged offenders records to ensure compliance per Departmental policy/office procedures using automated/manual filing systems, on an on-going basis.
30.	Inventory and order office supplies to ensure necessary work supplies are available to staff utilizing Business Information System or institutional supply warehouse under the direction of management, on an on-going basis.
31.	Complete maintenance work orders to ensure office/building equipment is in proper working order by using manual tracking systems under the direction of management, as needed.
32.	Monitor tool and key control to ensure institutional safety/security using tool/key inventory form and tracking log per institutional policy, on an on-going basis.

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