

EDITED KSAPC LISTING

CLASSIFICATION: SUPERVISING PROGRAM TECHNICIAN I

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

KSAPC Statements	
Knowledge of:	
K1.	Comprehensive knowledge of the principles of effective supervision in order to train, plan, organize, and direct staff; and ensure workplace compliance with federal and state personnel guidelines (e.g., Equal Employment Opportunity (EEO), sexual harassment, Ralph C. Dills Act, etc.).
K2.	Comprehensive knowledge of appropriate laws, rules, regulations, and policies (e.g., Penal Code, Title 15, Department of Justice (DOJ) rules, state and federal mandates, etc.) in order to train staff, handle inquiries from within and outside the department, and ensure that staff are in compliance and meet deadlines.
K3.	Advanced knowledge of departmental, state, and federal computer systems (e.g., Offender Based Information System (OBIS), California Law Enforcement Telecommunication System (CLETS), National Crime Information Center (NCIC), Distributed Data Processing System (DDPS), CalParole, etc.) in order to train staff, organize and plan the work of your shift, and meet deadlines and other state and federal requirements.
K4.	Comprehensive knowledge of institution and parole divisions' correctional case records procedures and programs in order to interface with these divisions, respond to their requests, and communicate effectively with the divisions and outside law enforcement agencies.
K5.	Comprehensive knowledge of departmental organization and structure in order to direct requests and problems to the appropriate person, especially during emergency or after-hours.
K6.	Advanced knowledge of departmental and law enforcement terms in order to quickly comprehend and respond to requests from California Department of Corrections and Rehabilitation (CDCR) staff and outside law enforcement agencies.

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

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Ability to:	
A1.	Ability to plan, organize, direct and evaluate the work of employees in order to effectively supervise staff, ensure work is done accurately and within timeframes.
A2.	Ability to assess the training needs of employees in order to develop and improve staff performance.
A3.	Ability to develop staff in order to help them maximize their potential in the unit and learn the knowledge and skills needed for promotional opportunities.
A4.	Ability to effectively promote equal opportunity in employment in order to maintain a work environment that is free of discrimination and harassment.
A5.	Ability to apply appropriate laws, rules, regulations, and policies in order to respond to inquiries from within and outside the department, and ensure that staff are in compliance.
A6.	Ability to exercise independent judgment in evaluating situations and making sound decisions in order to respond to problems and/or emergencies.
A7.	Ability to communicate information concisely and efficiently in order to respond to telephone and teletype inquiries, plan, direct and train staff, and maintain good working relationships with CDCR, DOJ, Board of Parole Hearings (BPH), and others contacted in the course of the work.
A8	Ability to multiple task various duties in order to meet timeframes.

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<i>Special Personal Characteristics:</i>	
SPC1.	Tact in order to create and maintain effective working relationships.
SPC2.	Patience in order to handle heavy volume of public calls from emotionally - charged individuals.
SPC3.	Willing to read and handle graphic and violent descriptions of inmates' and parolees' actions.

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

KSA-SPT I