

EDITED TASK LISTING

CLASSIFICATION: SUPERVISING PROGRAM TECHNICIAN I

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

Task Statements	
1	Train staff in order to prepare them to carry out assigned duties, utilizing Department policies and procedures, memorandums, office manuals and CDCR intranet resource materials, as needed.
2	Train employees on the use of CDCR computer database systems (Offender Base Information Systems (OBIS), CalParole, Correctional Offender Management Profiling for Alternative Sanctions (COMPASS), Parolee Automated Cash Assistance On-line Tracking System (PACATS), Business Information Systems (BIS), CDCR Intranet Inmate Locator, California Law Enforcement Telecommunication System (CLETS), Datamaxx for processing parole holds and releases, Revocation Scheduling Tracking Systems (RSTS)), to process assigned tasks, utilizing communication skills, knowledge, available resources, as required.
3	Plan, organize and direct the work of staff on their assigned tasks of a unit comprised mainly of Program Technicians in order to respond to high volume of phone inquires, fax transmittals, process court documents, identification and distribution of legal documents for departmental and governmental agencies, as needed.
4	Address and resolve staff issues, in order for office to run smoothly using effective communication skills and tact, knowledge of departmental policy and procedures, training, corrective action, monitoring staff as needed.
5	Address staff shift and coverage needs in order to effectively run the office using communication skills and tact on an as needed basis to ensure compliance with departmental policy and procedures.
6	Respond to the most difficult and complex issues (e.g., Warrants, database system failures, etc.) to ensure compliance with departmental policies, State and Federal mandates utilizing knowledge, telephone, office manuals, and computer systems, as needed.

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

Task Statements-SPTI

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7	Performs quality control of information submitted for Parolee at Large (PAL) reports and CDC Form 600 in a timely manner to ensure CDCR and Department of Justice (DOJ) mandates are met as required.
8	Performs quality control of information submitted for Board of Parole Hearings (BPH) reports, Interstate Compact Cases, District Management Reports, Financial Reports, in a timely manner to ensure CDCR and <i>Valdivia Injunction</i> timeframes are met, as required.
9	Develop training programs, per Departmental Operations Manuals (DOM), Title 15, Penal Code, etc.), for staff in order to train employees and ensure compliance with departmental policy and procedures on an as needed basis.
10	Represent the Department, by acting as a subject matter expert in order to obtain and report information and/or represent the interest of the Department utilizing interpersonal communication skills, professionalism, and knowledge and experience as needed.
11	Participate in the hiring process in order to fill identified vacant position(s) utilizing interpersonal communication skills and various departmental forms in accordance with departmental hiring policies and procedures, and SPB laws and rules as needed.
12	Review employees' time and attendance records in order to maintain accuracy and completeness and forward to the timekeeper to ensure compliance with state personnel regulations as required.
13	Initiate and participate in the progressive discipline process in order to improve employee performance or address issues of substandard performance utilizing Bargaining Unit agreements, basic supervision skills, interpersonal communication skills, SPB laws and rules, and departmental policies and procedures as needed.

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Task Statements-SPTI

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14	Monitor employee issues 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, as needed.
15	Gather data (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, etc. at the direction of management.
16	Answer telephone inquires from the public, law enforcement agencies, governmental agencies, executive staff, institutions, parole offices, etc., in order to provide information as needed.
17	Maintain inventory of stock and equipment in order to ensure unit has adequate materials and resources to perform essential duties and meet office needs utilizing available resources, and departmental procedures, as needed.
18	Review various written documents in order to provide data/information to others and ensure compliance utilizing database systems and available resources as needed.
19	Develop correspondence, justifications and memorandums in order to communicate utilizing professional knowledge and experience, laws, rules, regulations, and departmental policies and procedures as needed.
20	Review policies and procedures and resource materials in order to effectively train and direct staff in the performance of their duties utilizing professional knowledge and experience as directed by management.

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21	Develop internal office procedures in order to effectively train and direct staff in the performance of their duties utilizing professional knowledge and experience, laws, rules, regulations, and departmental policies and procedures as needed.
22	Oversee staff attendance by approving and monitoring leave usage and requests in order to produce an effective workforce and maintain positive morale utilizing basic supervision skills, interpersonal communication skills, Bargaining Unit agreements, and departmental policies and procedures on a daily basis.
23	Prepare and discuss written performance reports with staff in order to monitor and evaluate their work performance, to comply with SPB laws and rules and departmental policies and procedures utilizing effective basic supervision skills, interpersonal communication skills, laws, rules, and regulations as needed.
24	Maintain accurate records in order to comply with laws, rules, regulations, and retain historical data utilizing computer data systems, paper filing system, laws, rules, and regulations on a continuous basis.
25	Establish, promote, and maintain confident and cooperative working relationships with all departmental staff, State agencies, and private organizations in order to meet the Department's goals and objectives, promote communication/participation, enhance morale and productivity utilizing interpersonal communication skills and professional knowledge and experience on an ongoing basis.
26	Retrieve information from various database computer systems and policy memorandums to provide responses to various entities utilizing computer systems, Penal Code, Title 15, and DOJ as needed/requested.
27	Interpret and apply laws, rules, regulations, policies, and terminology unique to the California Department of Corrections and Rehabilitation (CDCR), Department of Justice (DOJ), and the law enforcement field to ensure compliance utilizing knowledge, law, rules, policies, and procedures, as needed.

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28	Keep abreast of new rules and regulations regarding Law Enforcement Automated Data System (LEADS), Departmental Distributed Processing System (DDPS), CLETS, CalParole, Revocation Scheduling and Tracking System (RSTS) and OBIS to inform staff and ensure compliance utilizing knowledge and informational meetings, as required.

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Task Statements-SPTI