

<b>Job Title</b>	Probation Support Technician	CL-24
<b>Occupational Group</b>	Operational Court Support	

### **Job Summary**

This position is located in the Probation Office. The incumbent provides specialized technical and administrative support to Probation Officers in the performance of their statutory duties. In addition, the incumbent is responsible for ensuring the integrity and efficiency of the Probation Office databases.

This position is a nonhazardous duty position. The incumbent does not generally have personal contact with offenders outside of the office. Personal contact with offenders' family members/employers, other court units, attorneys, and education, treatment, social and law enforcement agencies in the community may be required to accomplish assigned responsibilities.

### **Representative Duties**

Formats, types, edits and finalizes reports prepared by the officers, often within a short time period. Reports include presentence reports, violations reports, and preliminary interview reports. Independently, or with direction, prepares petitions, orders and papers essential to probation and parole supervision. Prepares other letters, memoranda, recurring reports and forms. Composes routine correspondence (including Form 14s and collateral requests) for officers and ensures that all is proofread for grammar and spelling errors.

Assists Probation Officers in managing their caseloads by performing any or all of the following tasks: Conducts case file reviews; advises officers of matters needing their attention and makes chronological entries in supervision case records; conducts records research and retrieval by contacting other agencies by phone or mail to obtain needed documentation for officers; sets up new supervision case records and performs various file management tasks; enters required statistical data into automated databases; assists officers in investigating and responding to collateral requests for information; and assembles/processes information to the Sentencing Commission.

Provides administrative monitoring of offenders who are not required to make personal contact with the probation office. Assists Probation Officers in performing probation investigation (which do not require field work) of all types for this office and other districts (i.e., collateral, presentence, prerelease, etc.).

Conducts criminal record checks and investigations through local or national law enforcement files and databases. Also assists officers in initiating verification forms and verifying information by phone. Conducts credit bureau checks and verifications of employment/education/treatment/social history information; sends FBI Flash notices.

Makes entries to chronological records in supervision case files, either from direct communication with the client, from incoming correspondence or from information provided by officer. Accepts and reviews for completeness monthly reports in the absence of the officer at his/her direction. Provides list of delinquent reports to officers and transmits letters to clients concerning delinquent reports.

Independently processes incoming fine and restitution receipts/statements and maintains current balances in the case file and keeps officer informed. Similarly, community service hours and urine screens are logged and the officer apprised.

Receives monthly statements from the Financial Litigation Unit (FLU) and disseminates the statements to the officers.

Provides general clerical and office support by performing any or all of the following tasks: Answers and screens telephone calls and visitors and takes messages; copies and distributes documents; performs general office filing; sends/receives faxes and electronic mail messages; processes travel and expense reimbursement documents; receives and distributes mail; attends meetings and takes minutes; provides receptionist duties as necessary; stores offices supplies; assembles records for transfer or storage. Performs imaging duties and responsibilities. Provides coverage and backup assistance, as necessary to other operational/administrative support positions.

Where applicable, may assist officers and non-English speaking offenders/defendants, family members, and witnesses in translating, including translating documents and correspondence.

Performs all other duties as required.

### **Factor 1 - Required Competencies (Knowledge, Skills, and Abilities)**

#### **Probation**

Good knowledge of probation and parole processes and procedures, court processes, and standardized forms and documents. Analytical ability is required. Knowledge and skill in use of personal computers and software applications to prepare reports and correspondence. Ability to adjust to ever-changing technology. General knowledge of the criminal justice system as well as specific knowledge of the supervision process and presentence procedures. Broad knowledge of proper grammar usage and the ability to edit efficiently. Requires certification to access criminal justice information systems.

**Judgement and Ethics**

Knowledge of and compliance with the Code of Conduct for Judicial Employees and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgement.

**Written and Oral Communication/Interaction**

Strong organizational, writing, and verbal communication skills to include a good knowledge of spelling, punctuation, and grammatical usage, and the ability to type 40 words per minute. Ability to work well with a wide variety of people with diverse backgrounds. Ability to communicate effectively, both orally and in writing, with a variety of persons such as judicial officers, attorneys, and offenders. Ability to work under the pressure of time deadlines, consistently demonstrate sound ethics and judgment, deal with confidential information, use common sense, and maintain tracking systems related to cases. Ability to be flexible, exercise mature judgment, work in a team environment, and work cooperatively with others. Ability to give and receive accurate and timely information from individuals within and outside the court.

**Information Technology and Automation**

Knowledge of computers and software, and proficiency in the use of personal computers to include a working knowledge of Microsoft Windows XP™ or higher, WordPerfect 9™ or higher, and Internet browsers. Skill in the use of computer applications to extract information from various data bases.

**Factor 2 - Primary Job Focus and Scope**

In that incumbents are in a direct flow of work with officers, they have impact on the officers' ability to carry out their responsibilities for the investigation and supervision of criminal offenders. Incumbents keep case files organized, maintain the official written case record of all investigation and supervision activities performed by officers, and assist them with their ongoing case management responsibilities. Maintains the official written record of case supervision and investigative activities. Reports are an important part of the criminal court process. The incumbent's work affects the timeliness and accuracy and contributes to the total office function. Officer/clerical teams result in more efficient case management which permits the officers to concentrate their time for more high level tasks directly involved with defendants and offenders. Statistical data entry must be accurate to correctly reflect defendant demographics and case activity.

**Factor 3 - Complexity and Decision Making**

Complexity is moderate and impacted by changing laws, procedures, and policies requiring constant adaption by incumbent. Also, judgment is needed in interpreting various documents and in prioritizing daily work activities to meeting changing circumstances. Initiative is exercised in following up or solving routine problems. Meeting required deadlines and maintaining concentration with continuous interruption is a demanding aspect of the job. Working with a number of officers with different requirements and/or specialties adds to the complexity.

Some aspects of the work are very structured, such as the strict guidelines that exist for the format of reports submitted to the court. However, incumbents work fairly independently in determining the sequence of work tasks on a daily basis. Policy and procedure guidance is immediately available from supervisors located within the same office.

**Factor 4A - Interactions with Judiciary Contacts**

Incumbent will have primary contacts with other probation and court unit staff for the purpose of conducting research and maintaining accurate and up-to-date information in case files.

**Factor 4B - Interactions with External Contacts**

Incumbent will have contacts with employees from collateral agencies, such as the U.S. Attorney's Office, the Federal Public Defender's Office, etc. for the purpose of obtaining and verifying information. The incumbent may also have contacts with vendors for the purpose of maintaining an inventory of supplies.

**Factor 5 - Work Environment and Physical Demands**

Work is performed in an office setting where people with violent backgrounds are often present. Work is performed in the Probation Office setting with up to 60-80% of the time spent in front of a computer. Care needs to be exercised to avoid eye strain and repetitive motion disorders. Moderate lifting is required when storing supplies or assembling records for transfer or storage.