

Administrative Assistant - Probation

Dept/Div: Probation

FLSA Status: Non-Exempt

General Definition of Work

Performs intermediate skilled administrative support work greeting guests in person and over the phone; processing bills and fees; providing general support to the Director and office, and related work as apparent or assigned. Work is performed under the limited supervision of the Director of Probation.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Functions

- Manage the initial flow of information in/out of the department through personal face-to-face, over the telephone and electronically; discerns the purpose and necessary dissemination of information; calendars, scans and/or distributes as appropriate; provides initial information to offenders
- Enter client and case information into CSTS database/case management system; complete data entry with knowledge of standards, required timelines and proper file content; request additional file data from appropriate criminal justice partners when missing or incorrect; scan paper files for electronic file detention in CSTS; create paper files and maintains file per department record retention requirements.
- Provide fiscal management for fee collection and department expenses; collect fees, run credit card, reconcile receipt, send out past due notices and balance accounts; process invoices, create vouchers and reconcile department ledger; assist tracking budget and projects; resolve payment issues with vendor
- Greet visitors in person or over the phone; assess needs, identify safety and hazard potential, inform professional staff; defuse situations where appropriate
- Collect and exchange offender information and respond to questions from internal and external customers
- Manage collection of offender verification documents; enter data into CSTS and process accordingly; send reminder when required
- Manage and maintain proper levels of office supplies; inventory equipment; stock, maintain and order drug testing supplies
- Provide support to Director and other staff as required; take, transcribe and distribute minutes
- Assist with Case Aide duties in his/her absence as needed.

Knowledge, Skills and Abilities

Thorough knowledge of County and departmental policies, practices and procedures; thorough knowledge of billing statements, departmental billing, deposits and financial ledgers, revenue recapture report, comprehensive knowledge of court orders and assessments, thorough knowledge of Data Privacy Policy, thorough knowledge of billing statements and spreadsheets, general knowledge of timesheets, general knowledge of standard office equipment and credit card machines, comprehensive knowledge of Court Services, AA Warning letters; thorough knowledge of standard office equipment; thorough knowledge of standard office software, CSTS, SharpDesk, Odyssey, MRAP Picture Link; ability to make arithmetic computations; knowledge of governmental accounting practices; ability to identify potential hazards at the front desk.

Education and Experience

High school diploma or GED and moderate experience, or equivalent combination of education and experience.

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Physical Requirements

This work requires the occasional exertion of up to 10 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel, reaching with hands and arms and repetitive motions and occasionally requires standing, walking, stooping, kneeling, crouching or crawling, tasting or smelling, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

Criminal Justice Information System (CJIS) Certificate
CSTS
Chemical Irritant Training
Defensive Tactics/Self Defense Training