

ARIZONA SUPERIOR COURT IN PIMA COUNTY

Job Description

Job Title: Administrative Support Specialist -Victim Services
Job Code: 8156
Pay Grade: 39
FLSA Status: Non-exempt



PURPOSE OF CLASSIFICATION:

Coordinate victim services for the Juvenile Probation division to meet agency compliance with cases involving victim rights and mandated services. Performs administrative and clerical duties in support of services provided to victims and the families of victims of criminal acts.

ESSENTIAL FUNCTIONS:

- Assist probation officers and staff in providing communication to victims of crimes. Performs duties related to the monitoring of victims case status using computer software, automated files, and the explanation of court procedures to victims and their family members.
- Interacts with the County Attorney's Office, Arizona Department of Corrections and other agencies regarding victim rights services and restitution issues.
- Assists with the implementation of the Restitution Accountability Program and work with unit staff in monitoring the conversion of completed community restitution hours to dollars for victim compensation.
- Researches historical information, such as minute entries, affidavits, and forms to verify and implement corrections to records and/or restitution credit.
- Reviews source documents , such as restitution assessment forms, affidavits of Loss, and minute entries to determine the accuracy of information and to insure adherence to established departmental procedures.
- Audits documents and/or claims for any improper charges or duplicate payments.
- Serves as the contact person for the probation division to receives victims' complaints and concerns, research issues and provide a response on behalf of the division.
- Coordinates the dissemination of victims' rights information to victims whose perpetrators are placed on probation.
- Communicates with and facilitates the delivery of informational brochures, frequently asked questions, and question and answer materials to local victim's advocacy groups concerning the responsibilities and processes of the probation division on victims' rights.
- Coordinates an annual Victims Rights Week Program inviting local victim advocacy agencies.
- Coordinates the distribution of letters of termination of services to victims and a feedback survey. Receives the returned surveys, tabulates responses, and includes that feedback in annual reports to send to the Administrative Office of the Court, and the grant sponsor.
- Reviews case files for unpaid restitution and will forward letters of notification that restitution is still owed; or complete civil judgment paperwork to be submitted to Judicial Officers for filing of Civil Judgments.

ADDITIONAL DUTIES/RESPONSIBILITIES:

- Assists in preparing the annual Victim Rights grant report.
- Acts as information processing liaison between technical computer staff and department users.
- Performs other related duties and/or tasks as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Must have knowledge of general office procedures in a professional office environment, knowledge of legal documents, record keeping and retention practices, and record filing practices.
- Must have knowledge of business English and the accurate use of punctuation, grammar and spelling.
- Must have skills in data entry, completing legal forms, proofreading and editing documents, filing and purging documents, and setting priorities.
- Must have skills to research information, analyze the information for accuracy and completeness and use in scheduling duties, reports or forwarding on to officers.
- Must have the knowledge of operating desktop computer and Microsoft Windows software.
- Must have strong customer service skills and the ability to work with emotional individuals, identify the issue, research and identify solutions for management approval or explain policies and procedures.
- Must have the ability to communicate effectively with coworkers, court staff, probation officers, victims of crimes and the general public.

MINIMUM REQUIREMENTS:

A High School Diploma, or an equivalent G.E.D. certificate and four years of administrative/clerical work experience in a professional office environment including, but limited to, a probation division, a department of the Court, or a legal office. Or, any equivalent amount of experience, education and/or training approved by Human Resources.

LICENSES AND CERTIFICATES:

Must have a valid Arizona Driver's license at the time of appointment.

PHYSICAL DEMANDS/WORKING CONDITIONS:

Typically performs duties in an office environment and may lift materials and/or equipment up to 20 lbs. This position will require the incumbent to travel infrequently, to community agencies.

DISTINGUISHING CHARACTERISTICS:

This position reports to a Probation Office Supervisor. The incumbent performs duties under general supervision and has no supervisory responsibilities. May provide direction to the work of other employees in the same unit.

Date: 06/02/05
Revised: 10/17/13

Approved by: _____
Hiring Authority Date

Deputy Director, Human Resources

Date