

ARIZONA SUPERIOR COURT IN PIMA COUNTY

Pima County Juvenile Court

Job Description

Job Title: Probation Support Specialist – North West Community Justice Center (NWCJC)

Job Code: 8160

Pay Grade: 35

FLSA Status: Non-exempt



PURPOSE OF CLASSIFICATION:

Performs administrative support duties to juvenile probation programs and provides direct support to a probation office supervisor and juvenile probation officers. Performs administrative support with the processing of case file information, completing appropriate forms, and related clerical functions.

ESSENTIAL FUNCTIONS:

- Assists with the completion of work unit functions, workload distribution, and data entry issues.
- Monitors and addresses facility needs and operational services such as ordering office supplies, maintaining office equipment and addressing urgent facility situations.
- Assigns work and coaches employees with specialized instructions and practices for job accomplishment.
- Assists with information processing activities within the work unit.
- Acts as information processing liaison with technical computer staff and departmental users.
- Identifies missing information needed to complete data entry processes and locates the information by researching court, legal or departmental records.
- Operates office equipment, such as computers, facsimile machines, photocopiers and calculators.
- Prepares requisitions, purchase orders, claims, funds transfer documents, routine correspondence, memos, reports and operation manuals.
- Maintains several types of accounts and prepares other documents as required.
- Reviews source documents to determine completeness and accuracy of information and to insure adherence to established departmental procedures.
- Assists in the implementation of new operating procedures and changes to master files.
- Compiles data and makes computations to be used in the preparation of special administrative studies and reports.

- Responds to questions or problems, which require explanation of county or departmental rules and policies.
- Establishes and maintains specialized files and reference libraries.
- Assists with the processing of unit transactions, such as those involving activities in the areas of personnel, purchasing, travel and facilities management.
- Researches historical information to verify and/or make corrections to records.
- Performs related duties and projects as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Must have knowledge of probation programs, services, forms, work processes, and court procedures in support of probation for juveniles.
- Must have knowledge of general office procedures, legal documents, record keeping, filing, and retention practices in a professional office environment.
- Must have knowledge of business English and the accurate use of punctuation, grammar and spelling.
- Must have knowledge of research techniques, creating reports, and preparing letters, memorandums, and other business correspondence.
- Must have the skills to use office equipment including desktop computer with Microsoft office software, facsimile machine, photocopier and a calculator.
- Must have clerical skills in data entry, typing, editing, filing, purging legal forms and documents, and setting priorities to meet established goals and deadlines.
- Must have the ability to communicate effectively with court employees, employees from other courts and counties and the public.

MINIMUM QUALIFICATIONS:

A High School diploma or equivalent GED certificate and three years of administrative support/clerical work experience and/or data entry work experience in a professional office environment. OR any equivalent combination of experience, training, and/or education approved by Human Resources.

LICENSES AND CERTIFICATES:

None required.

PHYSICAL DEMANDS/WORKING CONDITIONS:

Typically performs duties in an office environment and may lift materials and/or equipment 20 lbs or less.

DISTINGUISHING CHARACTERISTICS:

This is a classified position that reports to a probation unit supervisor. The incumbent performs duties under general supervision and has no supervisory responsibilities.

Date: 7/8/97

Revised: 12/15/04, 07/01/05, 10/26/07, 6/11/09