

ARIZONA SUPERIOR COURT IN PIMA COUNTY

Pima County Juvenile Court

Job Description

Job Title: Probation Support Specialist – Victim Services
Job Code: 8160
Pay Grade: 35
FLSA Status: Non-exempt



PURPOSE OF CLASSIFICATION:

Perform administrative/clerical duties in support of services provided to victims and the families of victims of criminal acts. Assist probation officers and staff in providing communication to victims of crimes. Performs clerical duties related to computer input into automated files, and the explanation of court procedures to victims and their family.

ESSENTIAL FUNCTIONS:

- Reviews police reports to ensure the completeness of records of victim information, and contacts the appropriate agency or party to obtain missing information and/or documents.
- Searches for, retrieves, and provides information on victim cases to probation officers and victims using both manual and automated systems and determines further action as required.
- Maintains and updates contact lists for agencies, businesses and school districts, locations which may be required to receive victim notifications.
- Coordinates victim services information and ensures notifications to victims meet agency compliance of cases involving victim rights mandated services.
- Creates files for new victims and maintains victim files and records using computer automated systems.
- Assists Probation Officers in verifying agency compliance with victims through quality control checks of computer panels, letters and notifications received..
- Operates office equipment such as computers, facsimile machines, photocopiers and calculators.
- Attends unit team meeting and other meetings, such as the Victim's Rights monthly program..
- Performs other related duties and projects as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Must have knowledge of general office procedures in a professional office environment, knowledge of record-keeping and retention practices, and record filing practices.
- Must have skills in data entry/keyboard, typing forms, correspondence, proofreading and editing documents, filing and purging documents, and setting priorities in the processing of documents.
- Must have skills to research information, analyze the information for accuracy, completeness and use in reports or forwarding on to probation officers.
- Must have the skills to use office equipment including desktop computer with Microsoft

Office software, facsimile machine, photocopier, calculator, and camera for photographs.

- Must have the ability to communicate effectively with coworkers, court staff, other court offices, victims of crimes and the general public.

MINIMUM QUALIFICATIONS:

A High School diploma or equivalent G.E.D certificate and three years of administrative/clerical work experience in a professional office environment. Or any equivalent 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 an Office Supervisor. This position performs duties under general supervision and has no supervisory responsibilities.

Date: 10/24/13; 12/04/13

Approved by: _____
Hiring Authority Date

Deputy Director, Human Resources Date