

United States Probation and Pretrial Services Office, Eastern District of Arkansas

Administrative Assistant

Job Announcement Number: 2014-06

2014 Salary Schedule Table 01:

CL 23: \$31,343 to \$50,932

(Promotion opportunity based upon budget and performance)

CL 24: \$34,703 to \$56,417

Position Overview:

The U.S. Probation and Pretrial Services Office for the Eastern District of Arkansas is seeking applications for an Administrative Assistant to the Chief U.S. Probation and Pretrial Services Officer. This position will provide administrative, technical, secretarial, and human resource assistance to the Chief. The Administrative Assistant performs duties such as filing, copying, inputting data, customer service (answering and handling phone calls and greeting visitors) and creating, formatting and assembling reports, memorandums, and policies and procedures. This position ensures the efficient management of events, meetings, correspondence, reports, and resources and analyzes problems and develops solutions. The Administrative Assistant standardizes office procedures and provides guidance to other unit support staff to ensure administrative consistency. **This is a temporary position with an employment period of one year and one day which may be extended or become permanent without further advertisement.**

Opening Date: Tuesday, July 8, 2014

Closing Date: Friday, July 25, 2014 (or until filled*)

*Preference will be given to applications submitted by Friday, July 25, 2014.

Position Location: There are three offices within the Eastern District of Arkansas: Pine Bluff, Jonesboro, and Little Rock. This position is for the Little Rock office.

Education and Experience Requirements:

A minimum of a high school diploma or equivalent and three years of clerical, office, or other related work experience is required. A copy of an official transcript is required. The general and specialized experience requirements for each classification level are as follows:

General Experience: Progressively responsible clerical, office, or other work that indicates the possession of, or the ability to acquire, the particular knowledge and skills needed to perform the duties of the position.

CL 23: High school graduation or equivalent and two years general experience.

CL 24: One year of specialized experience equivalent to work at CL-23.

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Specialized Experience: Progressively responsible clerical or administrative experience that is in, or closely related to, the work of the position and which has demonstrated the particular knowledge, skills, and abilities to successfully perform the duties of the position and involves the routine use of automated software and keyboarding for word processing, data entry and report generation.

Educational Substitutions: Education above the high school level may be substituted for required general experience on the basis of one academic year (30 semester or 45 quarter hours) equals one year of general experience.

Education may not be substituted for specialized experience because administrative support positions require hands-on experience to be credited as specialized experience.

Starting salaries depend on education and experience. At the discretion of the Chief U.S. Probation Officer, and based on experience and performance, promotional potential is possible within these ranges without further competition.

Preferred Skills and Qualifications:

- Completion of a bachelor's degree from an accredited university
- Proficiency in Microsoft Office
- Previous experience as a legal secretary, administrative assistant, and/or executive assistant

Desirable Characteristics:

A substantial personal contact with Judicial Officers, staff, the public, and other agencies is required. Successful candidates must be able to maintain a professional demeanor, work harmoniously with others, and be responsive, courteous, and polite. Successful candidates must be flexible and conscientious about detail and accuracy and must be able to balance the demands of varying workload responsibilities and deadlines.

Our organization is looking for happy (positive outlook and want to serve others), helpful (fully involved self-starter who utilizes skills independently and interdependently), curious (embraces learning to be an expert in our changing field), accountable (not about deadlines as much as about clear expectations designed to produce results), and to be good to great at what you do.

Background Check:

As an employee of the U.S. Probation and Pretrial Services Office for the Eastern District of Arkansas, new hires are required to undergo a background investigation, which includes a Federal Bureau of Investigation fingerprint check, Equifax credit check, and Nation Crime Information Center (NCIC) record check.

Disclosure Information:

All information provided by applicants is subject to verification and background investigation.

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Applicants are advised that false statements or omission of information on any application materials or the inability to meet the following conditions may be grounds for non-selection, withdrawal of an offer of employment, or dismissal after being employed.

Please disclose the name(s) of a relative(s) or a close associate(s), who has been or who is currently a defendant or an offender in the federal, state, or local probation or parole system. Explain his\her relationship to you. Please disclose any circumstance, situation, or information in your background that may be relevant to the consideration process, including, but not limited to, criminal history and financial history. The disclosed information will not automatically preclude you from employment with the U.S. Probation and Pretrial Services Office. This information will, however, be considered by the Court Unit Executive to determine your suitability for the position.

If you are unsure about what should be disclosed, if anything, submit the information to G. Edward Towe to be evaluated. Please provide specific details including dates. Submit this confidential information directly to G. Edward Towe, Chief United States Probation and Pretrial Services Office, 600 W. Capitol Street, Suite A226, Little Rock, Arkansas 72201. **Do not** include your confidential letter with your application documents. Please write 'CONFIDENTIAL' on the envelope and on the letter. It is your responsibility to fully disclose all information that may affect your appointment, if you are recommended for the position.

Benefits:

The Administrative Assistant candidate must be a United States citizen or eligible to work in the United States. All employees are required to use Electronic Fund Transfer (EFT) for payroll deposit. The U.S. Probation and Pretrial Services Office offers a competitive salary and an excellent fringe benefit package. Benefits information is available under the "careers" tab on the top of the screen at <http://www.uscourts.gov>.

Application Procedures:

Applicants must submit a cover letter, the October 2009 Judicial Branch Federal Employment (AO-78) application, copies of your last two performance evaluations, transcripts, three professional references, and a detailed resume to apply for this position. Applicant packets will not be considered complete until all of the items listed above have been received by Human Resources. Access and download the complete position description, the employment application, and this job vacancy announcement by visiting the careers page at <http://www.arep.uscourts.gov>. Electronically transmit your application documents to arepdb_humanresources@arep.uscourts.gov.

You may also forward a hardcopy of your application documents by postal mail to the address that is provided below.

Hallie Yates, Administrative Manager
U.S. Probation and Pretrial Services Office
600 West Capitol Avenue, Suite A226
Little Rock, Arkansas 72201

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Application documents must be received no later than 5:00 p.m. Friday, July 25, 2014. Facsimiles will not be accepted.

The U.S. Probation Office reserves the right to modify the conditions of this job announcement or withdraw the job announcement or to fill the position earlier than the closing date, any of which actions may occur without prior written notice. If a subsequent vacancy of the same position becomes available within a reasonable time of the original announcement, the Chief Probation Officer may elect to select from the original qualified applicant pool.

An Equal Employment Opportunity Employer

Job Title	Administrative Assistant	CL – 23
Occupational Group*	Administrative Court Support	

Job Summary

The Administrative Assistant provides administrative, technical, and secretarial assistance to the court unit executive. The incumbent performs administrative duties such as filing, copying, inputting data, customer service (answering and handling phone calls and greeting visitors) and assists in creating, formatting and assembling reports, memorandums, and policies and procedures. The Administrative Assistant will also provide human resources assistance and backup when needed.

Representative Duties

- Perform office reception duties, including answering telephones and greeting in-person visitors. Answer routine questions and direct callers or visitors to appropriate department or person.
- Maintain calendar and schedules for the court unit executive. Schedule and confirm executive meetings based on executive's schedules and topic priorities.
- Prepare form letters, notices, and other correspondence from templates, notes, and dictation. Assist with preparing correspondence and documents, including typing, keyboarding, formatting, and generating documents from templates and notes.
- Maintain, update, and track paper and electronic files; make copies and deliver documents to staff. Scan, copy, and file documents. Maintain paper and electronic filing up to date.
- Assist with clerical duties such as coordinating daily mail, faxing documents, and maintaining officer materials and supplies and handouts. Process outgoing mail, including mail requiring special handling.
- Schedule appointments and arrange meetings for the court unit executive. Assist in the preparation of agendas; act as secretary for meetings, preparing materials, taking and distributing minutes of proceedings.
- Maintain and monitor human resources records, including payroll and leave records using HRMIS, while adhering to national and court guidelines. Track and enter time-sensitive data, such as employees' date of promotion, performance evaluation information and data, and step increases. Maintain leave and timekeeping records.
- Enter data into various Human Resources Management Information Systems (HRMIS) applications. Generate standard report from databases and systems. Track statistics and data.
- Assist with the court unit executive's leave tracking. Follow proper guidelines and procedures in monitoring and processing the court unit executive's annual, sick, and compensatory leave balances.
- Perform other job-related duties, as assigned, as required.

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

Administrative Management

- Skill in filing and knowledge of filing requirements. Ability to file, extract, and re-file documents accurately and appropriately. Ability to follow detailed instructions accurately and multitask. Skill in organizing own work. Ability to work under pressure of short deadlines. Familiarity with human resources procedures and practices. Ability to follow detailed instructions and multitask. Skill in organizing own work.

Court Operations

- Ability to apply office policies, procedures, practices, and guidelines related to office administration. Ability to learn office operations and terminology. Ability to learn office and organizational roles and responsibilities.

Judgment 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 good

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<p>judgment.</p> <p>Written and Oral Communication/Interaction</p> <ul style="list-style-type: none"> • Skill in spelling, grammar, and proofreading. Ability to communicate effectively (orally and in writing) to individuals and groups to provide information. Ability to interact effectively and appropriately with the public, providing customer service and resolving difficulties while complying with regulations, rules and procedures. Ability to interact tactfully with a wide variety of people. <p>Information Technology</p> <ul style="list-style-type: none"> • Knowledge of and skill in using software and keyboarding for word processing, data entry, email, computers, and report generation. Skill in using standard office equipment (telephones, copiers, fax machines, scanners, etc.) Skill in data entry. Skill in using multi-line telephone efficiently and in a timely basis.

Factor 2- Primary Job Focus and Scope
<p>The primary focus of the job is to contribute to the smooth and efficient administration of the office by providing, in a support role, clerical and other related services; and serving as backup for other administrative staff in the office. Error in judgment or discretion can lead to incorrect or improper information being disseminated. Responding to competing priorities, maintaining confidentiality, and handling persons tactfully are essential to providing quality administrative services in a courteous and efficient manner.</p>

Factor 3- Complexity and Decision Making
<p>The tasks performed are relatively straightforward. While most aspects of the incumbent's work are standard, some aspects present challenges in handling a variety of persons, problems, and subject areas. Employees with the required education and experience can learn the assignments quickly. Administrative Assistants make decisions based on well-defined policies, standards, and procedures and refer unusual circumstances to a more senior-level person or supervisor.</p>

Factor 4A- Interactions with Judiciary Contacts
<p>The primary judiciary contacts are other probation staff, judicial officers, and staff of other court units for the purpose of providing routine administrative support and information. .</p>

Factor 4B- Interactions with External Contacts
<p>The primary external contacts are members of the public, agency clients, vendors, contractors, and staff of other government agencies for the purpose of exchanging information and providing basic customer services and assistance.</p>

Factor 5- Work Environment and Physical Demands
<p>Work is performed in an office setting and may occur at off-site meeting locations or temporary duty stations.</p>