

**UNITED STATES PROBATION & PRETRIAL SERVICES OFFICE  
EASTERN DISTRICT OF AKRANSAS**

**PROBATION QUALITY CONTROL CLERK**

**JOB VACANCY NUMBER: 2015-07**

**2015 Salary Schedule Table 01:  
CL 23: \$31,652 TO \$51,447**

**Position Overview:**

The U.S. Probation and Pretrial Services Office for the Eastern District of Arkansas is seeking applications for a Probation Quality Control Clerk (PQCC). The PQCC provides technical, administrative, and clerical support to probation officers in a wide range of areas, including assisting with scanning, proofing, compiling criminal histories, coordinating with collateral agencies, extracting quality control reports, and performing other similar duties, as assigned. **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:** Monday, November 6, 2015

**Closing Date:** Friday, November 20, 2015 (or until filled\*)

\*Preference will be given to applications submitted by Friday, November 20, 2015.

**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 two years of clerical, office, or other related work experience is required. A copy of a transcript is required. The general experience requirements for classification level 23 is 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.

**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.

Starting salaries depend on education and experience.

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**Preferred Skills and Qualifications:**

- Completion of a bachelor's degree from an accredited university
- Proficiency in Microsoft Office
- Previous clerical experience as an administrative assistant or related position
- Previous database experience running reports and completing data entry

**Desirable Characteristics:**

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. 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.

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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 Probation Services Assistant candidate must be a United States citizen or eligible to work for the United States Federal Government. 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 the following:

- Cover letter
- The October 2009 Judicial Branch Federal Employment (AO-78) application
- Copies of your last two performance evaluations
- College Transcripts
- Three professional references
- Detailed Resume

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](mailto: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.

Margaret Hoskyn, Administrative Assistant  
U.S. Probation and Pretrial Services Office  
600 West Capitol Avenue, Suite A226  
Little Rock, Arkansas 72201

Application documents must be received no later than 5:00 p.m. Friday November 20, 2015. Facsimiles will not be accepted.

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**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

<b>Job Title</b>	Probation Quality Control Clerk	CL- 23
<b>Occupational Group*</b>	Operational Court Support	

### Job Summary

The Probation Quality Control Clerk provides technical, administrative, and clerical support to probation officers in a wide range of areas, including assisting with scanning, proofing, compiling criminal histories, coordinating with collateral agencies, extracting quality control reports, and the performance of other similar duties, as assigned.

### Representative Duties

- Prepare reports, form letters, notices, and other correspondence using templates and forms. Assist with preparing correspondence and documents, including typing, keyboarding, and formatting.
- Assist probation officers with proofing reports for accurate grammar and punctuation.
- Perform collateral assignments, which includes collateral investigation data entry, records request via email or letter, and scanning documents into the Probation and Pretrial Services Automated Case Management Tracking System (PACTS) database.
- Perform pretrial case file opening, which includes creating a case file, preparing necessary correspondence, the use of national databases to obtain identifiers, and complete data entry functions in the PACTS database.
- Generate monthly and quarterly quality control reports. Extract and analyze information from databases and identify data entry errors and data deficiencies. Notify supervisors when input errors are found or information is missing.
- Provide backup general clerical office support by performing any or all of the following duties: Answer telephone and take messages; copy and distribute documents; send and receive faxes and electronic mail messages; receive and distribute mail; attend meetings and take minutes; receive office deliveries; and assist the office with other similar duties, as assigned.

### Factor 1 – Required Competencies (Knowledge, Skills, and Abilities)

#### Probation and Law Enforcement

- Ability to learn the roles and functions of the federal probation office. Ability to learn the practices and procedures used in probation and court processes, including knowledge of the administrative requirements to support these activities. Ability to learn the criminal justice system as it relates to federal probation policies and procedures.
- Ability to learn how to use standardized forms and documents used in both the presentence investigation and supervision disciplines. Ability to learn automated/internet resources and systems available for conducting background checks, criminal histories, and other similar activities. Ability to learn legal terminology. Ability to follow safety procedures. Ability to learn to compile information (such as background checks and criminal histories) within established time frames. Ability to identify and resolve problems and refer unusual or complex issues to office manager or probation officers.
- Ability to organize and prioritize work. Ability to work under pressure of short deadlines and handle multiple tasks. Ability to follow detailed instructions accurately.

#### Court Operations

- Ability to learn the functions, processes and policies of the court unit applicable to maintaining accurate data. Ability to learn and understand the data being reviewed and its applicability to case records. Ability to analyze information from databases to identify errors and deficiencies.

#### 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 judgment.

#### Written and Oral Communication/Interaction

<b>Job Title</b>	Probation Quality Control Clerk	CL- 23
<b>Occupational Group*</b>	Operational Court Support	

- Skill in spelling, grammar and proof reading. Ability to communicate effectively (orally and in writing) with people of diverse backgrounds, including law enforcement and collateral agency personnel at different government levels, community service providers, and offenders. Ability to establish rapport with contacts at collateral agencies for the purpose of collecting information regarding offenders.
- Information Technology and Automation**
- Knowledgeable of 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 keyboarding, typing, and data entry. Skill in using a multi-line telephone efficiently and in a timely basis.
  - Ability to learn to use computer software and database systems to perform record checks, compile criminal history information, and extract reports.

**Factor 2 – Primary Job Focus and Scope**

The primary focus of the job is to sort, collect compile, track, and maintain varied and technical information to support officers in the performance of their responsibilities involving the investigation and supervision of offenders. Errors in judgment can lead to incorrect or improper information being disseminated. Responding to competing priorities, maintaining confidentiality, and handling persons tactfully are essential to providing quality court support.

**Factor 3 – Complexity and Decision Making**

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. The incumbent will make decisions based on well-defined policies, standards, and procedures and refer unusual circumstances to a more senior-level staff person or supervisor.

**Factor 4A – Interactions with Judiciary Contacts**

The primary judiciary contacts are other office staff members and other court unit staff for the purpose of conducting research and maintaining accurate and up-to-date information in case files.

**Factor 4B – Interactions with External Contacts**

The primary external contacts are employees of collateral agencies (local law enforcement offices, U.S. Attorney’s Office, etc.) for the purpose of obtaining and verifying information. Incumbents may also have contact with vendors for the purpose of receiving of supplies and the general public in the role of backup receptionist.

**Factor 5 – Work Environment and Physical Demands**

Work is generally performed in an office setting, where persons with violent backgrounds may be present. Light lifting of boxes of case records and office supplies is required.

\*Occupational Group:

- Operational Court Support Positions = **O**
- Administrative Court Support Positions = **A**
- Professional Administrative Positions = **PA**
- Professional Line Positions = **PL**