

| | | |
|----------------------------|---|-------|
| Job Title | Probation Operations Support Trainee (Intern) | CL-22 |
| Occupational Group* | Operational Court Support | |

Job Summary

Interns serve as support to officers and clerical staff for the pretrial, presentence, and post-conviction units. Primary functions include preparation of criminal history records, response of collateral requests, and case management under the guidance and direction of an officer and/or supervisor.

Representative Duties

- Assists with answering the phone lines and responsible for front desk procedures (i.e. mail, deliveries, etc.).
- Perform administrative duties such as scanning, shredding, copying, filing, conducting database searches, chronological entries, etc.
- Run reports such as Failure to Appear (FTA), monthly specimen testing, ACIC/NCIC, and AO Court Connect.
- Perform collateral investigations, including researching, retrieving, and verifying demographic information and completing correspondence in guideline format.
- Retrieve and verify criminal history information for pretrial and presentence investigations.
- Enter and maintain accurate data in the automated case tracking system (PACTS), including scanning of confidential case files and uploading files to the related case.
- Review and validate treatment services invoices for services rendered. Ensure accuracy when processing invoices. Distribute invoices to the appropriate party within set timelines.
- Accept goods and services procured by the court unit, and sign appropriate documentation as verification.
- Conduct and observe urine specimen process with offenders/defendants of the same gender. Perform these duties while observing necessary safety precautions implemented by the office. Certifies the validity of urine test results by signing the Collection and Testing Certification on the Chain of Custody form. Enters testing data in the appropriate database on a daily basis. Collect and distribute test results to appropriate staff members. Provide prescription reporting, phase reporting, and code-a-phone messages to appropriate staff members.
- Assist officers with low intensity caseload by verifying compliance, completing case reviews, and administering travel passes, as needed.
- Performs other duties as assigned.

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

Administrative Management

- Skill in properly referring/routing telephone calls and hand-deliver documents/materials. Ability to file and knowledge of filing requirements. Skill in spelling and grammar. Ability to follow detailed instructions and multitask. Ability to organize own work.

Court Operations

- Knowledge of roles and responsibilities of the probation & pretrial services staff in order to properly refer documents.
- General knowledge of the criminal justice system.
- Ability to effectively communicate with a variety of people.
- Skill in using computers and software for email, report generation and investigative checks.
- Ability to conduct urine and drug testing processes while adhering to necessary safety precautions, apply chain of custody policies, ability to prepare related forms, and the ability to follow documented instructions.

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.

| | | |
|----------------------------|---|-------|
| Job Title | Probation Office Support Trainee (Intern) | CL-22 |
| Occupational Group* | Operational Court Support | |

Written and Oral Communication/Interaction

- Ability to interact and communicate effectively (orally and in writing) with individuals of diverse backgrounds, including law enforcement personnel, attorneys, defendants, and the general public. Ability to provide customer service and information while complying with regulations, rules, and procedures.

Information Technology

- Ability to use computers, software, and keyboarding for data entry, form preparation, and email. Ability to use standard office equipment (telephone, copiers, fax machines, etc.). Ability to learn how to use automated/internet systems for conducting criminal records checks and case tracking.

Factor 2 – Expected Competencies for Professional Development

- Demonstrates *Policy & Court System Awareness* and knows and understands the mission & vision and policies & procedures of the federal judiciary and how the court system operates.
- Demonstrates *Ethics & Values* by acting in line with organizational standards and professional ethics.
- Produces *Quality-Driven* work and performs job duties efficiently and effectively.
- Able to *Problem Solve* by using appropriate methods and strategies to resolve challenges.
- Demonstrates *Planning* by organizing work to complete tasks effectively and efficiently.
- Practices *Continuous Learning* by pursuing activities to enhance knowledge, build new skills, and hone existing skills.
- Demonstrates *Communication* by conveying oral and written information in a clear, concise, and understandable manner.

Factor 3 – Primary Job Focus and Scope

The primary focus of the job is to contribute to the mission and vision of the organization by assisting pretrial & probation officers. The incumbent's work affects the timeliness and accuracy of reports and contributes to the total office function permitting officers to be efficient and effective in their daily court operations. Errors in judgment or discretion can lead to incorrect or improper information being disseminated.

Factor 4 – Complexity and Decision Making

Assisting officers in meeting the required deadlines and maintaining concentration with continuous interruption is a demanding aspect of the job. The incumbent will work with a number of officers with different requirements and or specialties which adds to the complexity. Work is performed under the direction and guidance of officers and supervisors and within the range of well-defined policies, standards, and procedures.

Factor 5A – Interactions with Judiciary Contacts

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

Factor 5B – Interactions with External Contacts

The primary external contacts are employees of collateral agencies, local law enforcement offices, attorneys, and outside agencies to receive and transmit information. The incumbent may also have limited contact with defendants.

| | | |
|----------------------------|---|-------|
| Job Title | Probation Office Support Trainee (Intern) | CL-22 |
| Occupational Group* | Operational Court Support | |

Factor 6 – Work Environment and Physical Demands

Work is generally performed in an office setting. While assisting an officer, the incumbent may have contact with persons with violent backgrounds. These contacts occur in a generally controlled office setting with an accessible duress alarm system.

*Occupational Group:

Operational Court Support Positions = **O**

Administrative Court Support Positions = **A**

Professional Administrative Positions = **PA**

Professional Line Positions = **PL**