

BANNOCK COUNTY
CLASS SPECIFICATION

**ADMINISTRATIVE ASSISTANT/
JUVENILE INTENSIVE PROBATION
DIVERSION OFFICER**

Department: Juvenile Probation
FLSA Designation: Non-Exempt

Pay Grade: 5
Effective Date: 10/04, 8/09

Purpose of Class

Performs complex secretarial and administrative support duties for the Juvenile Intensive Supervision program; maintains a caseload of juvenile offenders; performs related work as required.

Primary Function

This position performs two functions: As an Administrative Assistant it is an advanced level secretarial and administrative support position requiring previous secretarial experience for management level personnel. An Administrative Assistant differs from a secretary/reception position in its complexity and diversity of administrative and technical duties requiring a high degree of efficiency, judgment, advanced training and/or education. An Administrative Assistant performs many of the same functions as a secretary/reception position and will have more responsibility for department/division functions of an administrative nature that require the use of independent judgment to prepare correspondence, reports and other documents or perform basic research and analysis of data. An employee in this class provides specialized department/division information to customers and prepares a variety of correspondence, documents and reports for department staff. An Administrative Assistant may supervise or oversee the work of others or provide general direction on work tasks and responsibilities. As a Diversion Officer, the position maintains a caseload of first-time juvenile offenders on probation for the reform of the offender and the protection of the community. The work is performed under the supervision of a department supervisor, manager or department head. The principal duties of this class are performed in a general office environment.

Essential Duties and Responsibilities (will vary by assignment)

ADMINISTRATIVE ASSISTANT

- Assists in supervising juvenile offenders assigned to the Intensive Supervision Program;
- Provides secretarial and support services to staff members, including but not limited to, taking messages, setting appointments, providing information, processing and preparing documents and correspondence, preparing and tracking mailings and legal notifications, and inputting data into central computer system;
- Composes and prepares correspondence, documents and reports;

- Maintains and updates files, financial records, documents, budgets, contracts, accounts, databases, and other department documentation;
- Organizes and schedules class activities, guest speakers, and community service projects;
- Schedules GED and other testing and maintains records of scores;
- Tracks usage and prepares billings for other counties and/or agencies using Department services and/or facilities under contract;
- Maintains daily offender, usage, and related records, logs, and related documentation;
- Prepares monthly and other periodical administrative, financial, and accounting reports;
- Administers purchase order and billing requests and records, preparing for payment;
- Administers Department personnel and time sheet records;
- Receives and accounts for cash and other payments;
- Establishes and prepares spreadsheets, databases, tables, brochures and other documents;
- May provide full secretarial support to committees, boards or other groups, including coordination of meetings, agenda and minutes preparation and related documents and follow-through on committee assignments;
- Compiles data for administrative analysis, prepares reports or summaries of data from complex records and multiple sources;
- Analyzes records and data to prepare reports;
- Proofreads and edits documents for correct spelling, grammar, format, and clarity;
- Maintains inventory of Department supplies, including processing purchase orders;
- Performs all work duties and activities in accordance with County policies, procedures, and safety practices.

DIVERSION OFFICER

- Manages a caseload of juvenile offenders on diversion status;
- Supervises individual offenders for compliance with court orders, including home and school visits;
- Coordinates activities, including reporting violations, with area law enforcement agencies;
- Conducts investigations to determine offender adherence to court-ordered conditions;
- Documents and maintains records of all contacts with offenders;
- Maintains records and prepares reports of individual offender case files;
- Maintains records, statistics, and databases and prepares reports of program results;
- Performs all work duties and activities in accordance with County policies, procedures, and safety practices.

Other Duties and Responsibilities

- Assists in random drug testing and home visits, as assigned;
- Attends court and related hearings, as required;
- Performs other related duties as required.

Competency Requirements

Knowledge of:

- Juvenile detention, court, and probation systems and procedures;
- Departmental programs, policies, procedures, and operations as applied to the work performed;
- Federal, Idaho, and County statutes, laws, codes, and regulations governing juvenile arrest, detention, probation/parole;
- Investigative techniques applicable to case monitoring;
- Various evaluation and treatment programs, social service agencies, and other community resources available to offenders;
- School district programs, policies, procedures, and operations as applied to offenders;
- Operation of a personal computer and job-related software applications;
- Customer service procedures, techniques, and objectives;
- English grammar, spelling, punctuation, and composition;
- Current office practices and procedures;
- Bookkeeping, cash handling, and accounting practices and procedures;
- Record keeping and filing practices and procedures.

Ability to:

- Supervise offenders assigned to the Intensive Supervision Program;
- Monitor offenders assigned to diversion status;
- Perform and supervise office management functions;
- Maintain a professional demeanor during stressful, volatile, and hostile situations;
- Maintain complex records efficiently and accurately and to prepare clear and concise reports;
- Readily adapt to changing work situations and assignments;
- Compile pertinent data and prepare clear, concise, and accurate reports;
- Analyze issues, independently make decisions and exercise good judgment in administrative management tasks;
- Maintain confidentiality of information processed or prepared;
- Conduct research and analysis of special projects;
- Establish and maintain effective working relationships with assigned offenders, other County employees, supervisory personnel, other County agencies, state and local elected officials, and the public;
- Follow written and oral instructions;
- Operate standard office equipment, including a personal computer using program applications appropriate to assigned duties;
- Operate a motor vehicle;
- Evaluate and analyze customer needs to provide exceptional customer service;
- Communicate effectively both orally and in writing;
- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner;
- Perform time management and scheduling functions, meet deadlines, and set project priorities;

- Use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions.

Acceptable Experience and Training

- High school diploma or GED equivalency is required, preferably supplemented with course work in office applications;
- One (1) to two (2) years general clerical experience, preferably in a legal office or corrections environment, is preferred;
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Special Qualifications

- Idaho drivers license is required
- Notary Public certification may be required.

Essential Physical Abilities

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively on the telephone and in person;
- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written work instructions, review and process documents, and organize documents and materials;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a personal computer, standard office equipment, and operate a motor vehicle;
- Sufficient personal mobility, agility, flexibility, and physical reflexes, with or without reasonable accommodation, which permits the employee to work at a keyboard for an extended period of time and work in an office environment.