

BANNOCK COUNTY **CLASS SPECIFICATION**

Office Coordinator Juvenile Probation

Department: Juvenile Probation
FLSA Designation: Non-Exempt

Pay Grade: 9
Effective Date: 10/04, 2/08, 8/09

Purpose of Class

Performs complex secretarial and administrative support duties for the Juvenile Probation Department; performs related work as required.

Primary Function

This is an advanced level secretarial and administrative support position requiring previous secretarial experience for management level personnel. An Office Coordinator 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 employee in this class provides specialized department/division information to customers and prepares a variety of correspondence, documents and reports for department staff. An Office Coordinator may supervise or oversee the work of others or provide general direction on work tasks and responsibilities. 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)

- Creates and maintains files for juvenile offenders on probation status;
- Performs general office management, scheduling, and other administrative tasks;
- Supervises Department bookkeeping and accounting functions including, but not limited to, payroll and time card processing, accounts payable, accounts receivable, revenue and fee collections, billings, inventory, and general accounts.
- Performs customer service functions, answering the telephone, providing information, and directing the public to appropriate officers or departments;
- Prepares, edits, and distributes memos, general correspondence, court documents, petitions, filings, affidavits, orders, contracts, agreements, pleadings, and related documents;
- Assists clients and the general public with Department questions and processes;
- Explains Department procedures/policies/programs to clients or general public and resolves concerns;
- Relates and interprets applicable laws, ordinances, codes, policies, and rules;
- Ensures documents are complete with proper signatures, stamps or other written information;
- Processes and receives payments, balances cash, reviews billings, records account information and tracks changes;

- Oversees utilization of annual budget and maintains the various accounts within the budget;
- Provides general office management and support services to staff members, including but not limited to, dealing with their juvenile offenders problems when they are gone, preparing detention orders and detention releases, filing miscellaneous paperwork, taking messages, setting appointments, canceling appointments, providing information, processing and preparing documents and correspondence, preparing and tracking mailings and legal notifications, and inputting data into central computer system;
- Provides data entry services, faxing, typing, and filing in support of department functions;
- Coordinates referrals to the Status Offender Counselors, Sex Offender Treatment Providers, the Parenting with Love and Limits Counselors;
- Coordinates projects and/or information with various County personnel and departments;
- Maintains and updates court calendars, including offender appearances, as needed;
- Distributes notifications of court hearings and dates for review, transfer, and probation violations;
- Receives community service, urinalysis, other documents, and confidential information;
- Maintains, updates, and purges closed files;
- Processes record check requests and conducts necessary research to solve issues;
- Attends staff meetings, takes and distributes minutes;
- Composes and prepares correspondence, documents and reports;
- Maintains and updates employee files, manuals, financial records, documents, budgets, contracts, accounts, databases, and other department documentation;
- Administer purchase order and billing requests and records, preparing for payment;
- Administers Department personnel, time sheet, and payroll records;
- Establishes and prepares spreadsheets, databases, tables, brochures and other documents;
- Provides 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;
- Performs scheduling, travel arrangements, and other administrative tasks;
- Proofreads and edits documents for correct spelling, grammar, format, and clarity;
- Maintains inventory of Department supplies, including processing purchase orders;
- Completes restitution orders and contracts on returned victim-loss statements; ensure the orders are signed by the judge and forwarded to victims and dependents;
- Distributes victim-loss statements to victims who have been identified as having a potential out-of-pocket loss;
- Completes a monthly restitution report identifying which restitution cases made payments, the date and amount, and which cases did not make a payment;
- Attends restitution hearings as scheduled;

- Completes monthly report identifying new cases in the month, cases completing restitution contracts, and amount of restitution ordered;
- Performs all work duties and activities in accordance with County policies, procedures, and safety practices;

Other Duties and Responsibilities

- Performs other related duties as required.

Competency Requirements

Knowledge of:

- 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;
- Juvenile court and probation systems, procedures, and terminology.

Ability to:

- Analyze issues, independently make decisions and exercise good judgment in administrative management tasks;
- Maintain complex records efficiently and accurately and to prepare clear and concise reports;
- Maintain confidentiality of information processed or prepared;
- Perform and supervise office management functions;
- Conduct research and analysis of special projects;
- Establish and maintain effective working relationships with 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;
- 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 may be required;
- Idaho 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 and standard office equipment;
- 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.