

City of Jonesboro - Feb 2017

Court Services Officer

Job Description

Exempt: No
Department: Police
Reports To Senior Court Services Officer
Location:
Date Prepared: February 22, 2017
Date Revised: February 27, 2017

GENERAL DESCRIPTION OF POSITION

To design and monitor corrective action plans and programs for the District Court.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Performs initial intake of new offenders; schedules return visits; provide notices to probationers when required.
2. Manages a case load for adult misdemeanors by employing motivational interviewing skills to complete and assessment of each individuals's need and sets specific goals for court order compliance.
3. Determines the offender's need assessment; referring offenders to appropriate treatment and/or any programs that will help the probationer during the term of probation.
4. Conducts various investigations including, but not limited to, pre-sentence, pre-trial supervision.
5. Maintain documentation related to management of probationer caseload.
6. Completes necessary probation revocation paperwork for individuals who violate the terms of their probation; testifies in court as required.
7. Meets with probationers to monitor their progress and to counsel them regarding drug and alcohol; financial and other personal matters.
8. Identifies defendants with drug abuse problems, recommends and performs random drug screening test; consults with counseling and treatment center personnel to monitor the progress of assigned probationers.
9. Prepares and maintains confidential files, records, and legal documents of probationers.
10. Delivers speeches to schools and community organizations concerning the District Court System; provides information to the general public regarding court programs and services.
11. Provides case load information to the District Judges to assist in the preparation of the probationer.
12. Operates an ACIC/NCIC computer terminal to check local, state, and federal criminal records of defendants.
13. Monitor payment of financial obligations ordered by the court authority.

14. Manage and schedule probationers community service requirements.
15. Assist Senior Court Services Officer with other duties deemed necessary.
16. Operates a personal computer with database, internet, spreadsheet and work processing software.
17. Other duties as assigned.
18. Perform any other related duties as required or assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 7 to 11 months related experience and/or training, or equivalent combination of education and experience.

COMMUNICATION SKILLS

Ability to read a limited number of words and recognize similarities and differences between words and between series of numbers; Ability to write and speak simple sentences as a means for basic communication. Ability to read and understand simple instructions, short correspondence, notes, letters and memos; Ability to write simple correspondence. Ability to read and understand documents such as policy manuals, safety rules, operating and maintenance instructions, and procedure manuals; Ability to write routine reports and correspondence. Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to prepare and interpret bar graphs.

CRITICAL THINKING SKILLS

Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram formats.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Able to speak and understand Spanish

SOFTWARE SKILLS REQUIRED

Mastery: Alphanumeric Data Entry

Advanced: Database, Word Processing/Typing

Intermediate: Presentation/PowerPoint, Spreadsheet

Basic: Payroll Systems

INITIATIVE AND INGENUITY**SUPERVISION RECEIVED**

Under direction where a definite objective is set up and the employee plans and arranges own work, referring only unusual cases to supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

MENTAL DEMAND

Moderate mental demand. Operations requiring almost continuous attention, but work is sufficiently repetitive that a habit cycle is formed; operations requiring intermittent directed thinking to determine or select materials, equipment or operations where variable sequences may be selected by the employee.

ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat varied situations.

RESPONSIBILITY FOR WORK OF OTHERS

Responsibility for work of others: Not indicated.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Occasionally responsible for the organization's and/or associated organization's property where carelessness or error would result in only minor damage or minor monetary loss. Ordinary care and attention is required when handling this property in order to prevent loss.

ACCURACY

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

ACCOUNTABILITY**FREEDOM TO ACT**

Generally controlled. General processes covered by established policies and standards with supervisory oversight.

ANNUAL MONETARY IMPACT

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

Small. Job creates a monetary impact for the organization from \$100,000 to \$1mm.

IMPACT ON END RESULTS

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

PUBLIC CONTACT

Regular contacts with patrons where the contacts are initiated by the employee. Involves both furnishing and obtaining information and, also, attempting to influence the decisions of those persons contacted. Contacts of considerable importance and of such nature, that failure to exercise proper judgment may result in important tangible or intangible losses to the organization.

EMPLOYEE CONTACT

Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Occasional use of highly complex machines and equipment; specialized or advanced software programs.

WORKING CONDITIONS

Periodically exposed to such elements as noise, intermittent standing, walking, occasionally pushing, carrying, or lifting; but none are present to the extent of being disagreeable.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the functions of this job, the employee is occasionally exposed to outdoor weather conditions. The noise level in the work environment is usually moderate.

PHYSICAL ACTIVITIES

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

Moderate diversity, moderately physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which requires somewhat diversified physical demands of the employee.

While performing the functions of this job, the employee is continuously required to talk or hear; regularly required to sit, use hands to finger, handle, or feel, reach with hands and arms; occasionally required to stand, walk, stoop, kneel, crouch, or crawl, taste or smell. The employee must occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision; and color vision.

ADDITIONAL INFORMATION

Not indicated.

