

City of Jonesboro - Feb 2017

Senior Court Services Officer

Job Description

Exempt: No
Department: Police
Reports To Special Services Captain
Location:
Date Prepared: February 22, 2017
Date Revised: February 27, 2017

GENERAL DESCRIPTION OF POSITION

To supervise the functions of the Court Services Division and develop corrective action plans as directed by the District Court.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Supervises, assigns, prioritizes, reviews the work activities, and monitors performance of assigned Court Service Division personnel.
2. Assigns duties to subordinate personnel.
3. Instructs and assists court services officers in the proper performance of their duties.
4. Conducts unit briefings, performs equipment and uniform inspections.
5. Communicates changes in relevant laws and policies to subordinate personnel.
6. Reviews and approves paperwork completed for an assigned work unit.
7. Answers questions and/or complaints from the general public in person and by telephone.
8. Informs Lieutenant or Captain of problems and occurrences.
9. Evaluates the performance of personnel; counsels and disciplines personnel as necessary.
10. May maintain time sheets of subordinate personnel; approves leave requests.
11. Attends training and supervisory meetings as required.
12. Conducts in-service training classes.
13. Meets with probationers to monitor their progress and to counsel them regarding drug and alcohol abuse, financial and other personal matters.
14. Completes necessary probation revocation paperwork for individuals who violate the terms of their probation; testifies in court as required.
15. Identifies defendants with drug abuse problems, recommends and performs random drug screening tests; consults with counseling and treatment center personnel to monitor the progress of assigned probationers.

16. Prepares and maintains various probation legal documents; operates Arkansas Crime Information System (ACIC) and National Crime Information Center (NCIC) computer terminal to check local, state, and federal criminal records of defendants.
17. Develops policies and procedures for probation activities; implements upon approval.
18. Prepares monthly narrative and statistical reports for review by the District Court Judge with analyze probation activities and future trends.
19. Monitors utilization and security access to the NCIC/ACIC computer system.
20. Establishes and maintains record-keeping systems of court-related materials.
21. Operates a personal computer with database, internet, spreadsheet and word processing software.
22. 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 2 years related experience and/or training, and 2 years related management experience, 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. Ability to read, analyze, and understand general business/company related articles and professional journals; Ability to speak effectively before groups of customers or employees. Ability to write reports, business correspondence, and policy/procedure manuals; Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

Mastery: Alphanumeric Data Entry, Contact Management

Advanced: Database, Word Processing/Typing

Intermediate: Payroll Systems, Presentation/PowerPoint, Spreadsheet

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

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include but not limited to interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

Supervises a small group (1-3) of employees in the same or lower classification. Assigns and checks work; assists and instructs as required, but performs same work as those supervised, or closely related work, most of the time. Content of the work supervised is of a non-technical nature and does not vary in complexity to any great degree.

Supervises the following departments:

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$5,000 to \$150,000.

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, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

EMPLOYEE CONTACT

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular 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.