

# BLAINE COUNTY

219 1<sup>st</sup> Ave South, Ste 200, Hailey, Idaho 83333

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## Job Description

**Job Title:** Probation Administrative Specialist I/II

**Department:** Blaine County Probation Department

**Reports To:** Chief Probation Officer

**FLSA Status:** Full-Time (40 hours/week)/Non-Exempt

**Pay Grade:** 6/7

### **Blaine County Probation Department's Mission:**

To increase the health and safety of citizens in our community.

### **General Statement of Duties:**

This position is responsible for providing professional administrative support for the daily operations of the Probation Office. Work involves the direct support of probation staff and the public including individuals consistent with probation policies. Tasks include a wide variety of administrative and customer service activities.

### **Primary Job Responsibilities:**

- Provides exceptional customer service while performing all job duties.
- Responds to agencies and individuals who have questions about services/programs offered.
- Answers phones, greets clients and community members when they enter the office.
- Utilizes a common probation screening strategy to assess and address client needs and provide resources and information in lieu of forwarding questions to the assigned probation officer.
- Initiates the intake and sign-up of adult and juvenile probation clients and assist with completion of paperwork if necessary.
- Schedules appointments for adult misdemeanor and juvenile probation clients and contacts clients for rescheduling.
- Creates, opens and updates files for clients on probation.
- Inputs and updates information in the dedicated database for adult and juvenile clients.
- Distributes information to assigned probation officers when received and maintains confidentiality of all records.
- Submits criminal history request information.
- Maintains and updates standardized forms necessary for effective operation of the probation department.
- Maintains a payment system and collect appropriate fees for drug and alcohol testing and workers' compensation.
- Provides a revenue collected and a revenue detail document to the Clerk's Office.

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- Reviews and submits claims to the Clerk's Office and maintain a system to track expenditures of the Blaine County Probation Department.
- Processes incoming and outgoing mail.
- Participates in ongoing training to improve the effectiveness and efficiency of the Blaine County Probation Department.
- Orders supplies.
- Establishes and maintains effective working relations with co-workers and clients.
- Perform other duties as directed by the Director.

## **Job Specifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job responsibilities.

## **Education and Work Experience:**

### ***Probation Administrative Specialist I-***

- High school diploma or equivalent required;
- At least two (2) years' experience in performing business analysis and general office management responsibilities;
- At least one (1) year of experience working with Microsoft Office applications (Word, Excel, etc.);
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work of an Administrative Specialist I.

### ***Probation Administrative Specialist II-***

- Associate's Degree preferred;
- At least three (3) years' experience in performing business analysis and general office management responsibilities;
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work of an Administrative Specialist II.

## **Language Skills:**

- Ability to read, analyze, and interpret the English language in court documents, assessments, and evaluations, ability to write detailed and clear reports, complete accurate progress notes regarding clients, clear and concise verbal communication skills, competent in preparing and presenting information for community outreach and required presentations.

## **Mathematical Skills:**

- Ability to work with mathematical concepts and apply concepts such as fractions, percentages, ratios, and proportions to apply them to practical situations.

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- Ability to work with mathematical concepts to account for expenditures and revenue within the Blaine County Probation Department.

## **Reasoning Ability:**

- Ability to make quick decisions to solve problems as they arise.
- Ability to analyze data and use professional judgment to make decisions.

## **Other Knowledge, Skills, and Abilities**

- Knowledge of principles and practices of organization, planning and records management.
- Knowledge of Microsoft Office programs including Excel, Word, Outlook, and Publisher.
- Knowledge of good organizational and records management.
- Skills in prioritizing multiple tasks and managing projects as well as establishing effective timelines to meet absolute deadlines.
- Skills in public relations.
- Ability to expeditiously acquire knowledge of unknown computer programming and effectively apply to everyday duties.
- Ability to establish and maintain effective working relations with co-workers and clients.
- Ability to become a Notary Public.
- Ability to perform essential duties with efficiency and accuracy.
- Ability to work well either alone or as part of a team.
- Ability to work in a fast pace environment.
- Ability to multitask with multiple interruptions.
- Ability to communicate clearly in stressful situations.
- Ability to maintain confidentiality.
- Ability to be available for after-hours work on rare occasion.
- Must possess a valid Idaho Driver's License.

## **Essential Physical Abilities:**

- The physical demands 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. While performing the duties of this job, the employee is regularly required to stand, walk, sit, and drive; use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee occasionally is required to climb, balance and stoop, kneel, crouch, or crawl and must frequently lift and/or carry up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

## **Working Environment**

- Work is performed in an office and field environment where the physical demands require sitting for extended periods of time; frequent use of computers and standard office

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equipment; work environment is generally not stressful but clients can become upset or confused.

## **Equal Opportunity Employer:**

Blaine County is an Equal Opportunity Employer (EOE). Qualified applicants are considered for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, or veteran status.

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required. Employee may be asked to perform other duties as required.

I have read and understand the contents of this Job Description, and I have received a copy of this Job Description for my records.

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Employee Signature

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Date