

ARIZONA SUPERIOR COURT IN PIMA COUNTY

Job Description

Job Title: Probation Support Specialist – Court Services
Job Code: 8160
Pay Grade: 35
FLSA Status: Non - Exempt



PURPOSE OF CLASSIFICATION:

Provide administrative and clerical support to the office supervisor, unit supervisors, and probation officers in court services. Accepts information packets from persons new to the probation process to enter their case and personal information and create new probationer files. Communicate with the victims of crime regarding court processes. Performs immediate follow-up on information not provided in the packets, before forwarding new probationers to probation officers.

ESSENTIAL FUNCTIONS:

- Assists probation officers and supervisors by creating new electronic and hard copy defendant case files and updates to existing defendant case files. Enters defendant information into the division's database of automated files to include the defendant's demographic and case information using source documents such as plea agreements, indictments and sentence notification forms for out of custody and incarcerated defendants.
- Creates docket cards and client information sheets that are distributed and placed in the defendant case files and utilized for National Crime Information Center (NCIC) records checks in order to provide accurate information to assist in the creation of presentence reports.
- Creates sentencing master lists that are distributed to county attorney felony records for the retrieval of case files.
- Reviews sentence reports to obtain information in order to create electronic defendant case files for timely officer assignments and the preparation of presentence reports.
- Acquires pertinent information on defendants who are incarcerated by reviewing records from databases, such as AGAVE and County Attorney Prosecutors System (CAPS), entering information into APETS to assist in the preparation of presentence reports.
- Assists probation officers with the research of various sources to obtain information on defendants to prepare presentence reports. Utilize manual and automated files, court documents, computer databases and websites to research defendant and case information.
- Assist probation officers with special needs for reports, probationer information, troubleshooting APETS, correcting errors and processing continuance reports.
- Perform Victim/restitution duties, such as receives and enters minute entry information pertaining to victims of incoming sentences. Enters pertinent information into a statewide probation system (APETS), prints out and mails victim letters. Types and distributes specialized letters for murder cases, researches information that may be missing or appears to be inaccurate. Perform the research of information on sex offender defendants, creates and distributes sex offender packets and provides the packets to law enforcements agencies.
- Coordinates the compilation of information and reports, which collectively is mailed to the Sheriff's department to register sex offenders.
- Collects DNA samples and fingerprints from defendants with felony sentences, completes the associated paperwork and mails samples and paperwork according to the chain of custody rules.

- Performs intake for defendants with incomplete information in their probation packets. Visually verifies defendant information, identifies whether defendants have letters prepared to forward to the Judge, ensures Adult Substance Use Survey (ASUS) forms are complete with signatures, and asks any final questions for presentence reports. Uses the Adult Probation Enterprise Tracking System (APETS) to enter and create a file or supplement a file of the defendant's case information.
- Performs additional intake for defendants who are incarcerated by picking-up packets from a designated location at the Pima County jail and verify that packets are complete with biographical data, social history and any letters to the assigned Judge.
- Acquires additional, pertinent information on defendants who are incarcerated by reviewing records located at the jail to check for any disciplinary write-ups, immigration and naturalization documents, Department of Corrections or probation holds and booking forms for any new charges.
- Contacts victims and victim family members to obtain information, sentencing recommendations, restitution amounts, verification of restitution and how the offense affected them emotionally, for inclusion in the pre-sentence reports.
- Requests prior presentence reports and police reports from the sheriffs and police departments, probation departments from other Arizona counties, Federal District courts and out-of-state courts. Researches phone numbers by calling directory assistance or other surrounding agencies to gain a correct phone number for a person to talk with to request necessary packet information.
- Data enters a cover sheet of defendant personal data into each file and probation packet received. Searches the Arizona Tracking and Locator Automated System (ATLAS) for child support information for defendants who indicate having a child or children.
- Researches missing criminal history information such as offenses, dates and dispositions by using law enforcement software systems or contacting the defendants.
- Generates monthly statistics for probation officers in court services. Generates statistical reports with ratings and score assessments for defendants and provides reports to the unit supervisor regarding victim information. Reports on monthly statistics of defendant activity and financial savings based on moving defendants through to sentencing in a specific window of time.
- Initiates contact or begins the initial intake with defendants when the probation officer is unavailable. Prepares a brief summary of information from the intake and provides the summary to the officer.
- Perform clerical support duties such as answering telephone calls, processing incoming and outgoing mail, taking photographs of probationers, copying, retrieving and returning case files.

ADDITIONAL RESPONSIBILITIES/DUTIES

- Responds to questions or issues from judges, attorneys, probation staff, and the public, which require explanations of department or county rules and policies.
- Provides reception coverage to the Adult Probation reception area when necessary.
- Performs related duties and projects as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Must have knowledge of general office procedures in a professional office environment, knowledge of forms and documents, record keeping and retention practices, and record filing practices.

- Must have knowledge of business English and the accurate use of punctuation, grammar and spelling.
- Must have skills in data entry, typing forms, correspondence, proofreading and editing documents, filing and purging documents, and processing of documents.
- Must have some skills related to general problem solving.
- Must have the skills to use office equipment including desktop computer with Microsoft office software, facsimile machine, photocopier, calculator and cameras for photographs.
- Must have the ability to communicate effectively with a diverse range of individuals and explain office rules and procedures.
- Must have skills related to research techniques, data analysis, and report writing.

MINIMUM REQUIREMENTS:

A High School diploma or equivalent G.E.D certificate and three years of administrative/clerkal work experience in a professional office environment. Or, any equivalent experience, training, and/or education approved by Human Resources.

LICENSES AND CERTIFICATES:

None required.

PHYSICAL DEMANDS/WORKING CONDITIONS:

Typically performs duties in an office environment and may lift materials and/or equipment 20 lbs or less.

DISTINGUISHING CHARACTERISTICS:

This is a classified position that reports to the Probation Office Supervisor. The incumbent performs duties under general supervision and has no supervisory responsibilities.

Date: 08/01/02
Revised: 06/26/06; 01/31/12

Approved by: _____
Hiring Authority Date

_____ Date
Director, Human Resources