

PROBATION TECHNICIAN

DEFINITION

Under general supervision of the Assistant Chief Probation officer, performs a variety of non-peace officer support and administrative duties for the staff of the Probation Department; conducts technical services for the department and its clients; supervises and monitors a caseload at the direction of Probation Officers and Probation Correction Officers; and performs related duties and responsibilities as required. Incumbents in this classification may also be assigned to various specialized probation programs within the department.

SUPERVISION RECEIVED AND EXERCISED

Receives supervision from the Assistant Chief Probation Officer or the Chief Probation Officer. May receive direction from Probation Officers and Probation Correction Officers.

Exercises supervision over lower-level clerical classifications.

EXAMPLES OF ESSENTIAL FUNCTIONS

Assists in casework, investigations, and research projects.

Performs risk assessments on clients based on criminal history.

Interviews lower risk clients and probationers in order to obtain factual information required for the preparation of court reports and/or determine eligibility for participation in specialized probation programs.

Monitors computer systems programs including satellite GPS tracking of offenders.

Advises probationers of available services and provides assistance in obtaining appropriate services.

Performs victim services including monitoring and enforcement of victim restitution payments.

Performs data consolidation and data analysis activities and reporting.

Provides information and assistance to County staff, other agency personnel, and the public requiring the use of judgment and the interpretation of policies, procedures, or rules; assists in coordinating office activities with other departments and agencies as necessary.

Upon direction from a Probation Officer, refers clients to psychological, health, medical, and social services providers.

Assists with the monitoring of drug testing program, including the collection of urine samples.

Provides assistance with fiscal operations of the department, including but not limited to, collecting and recording various fees, fines, or other monies; prepares deposits; assists with the departmental budget preparation; and preparing and monitoring financial reports as required.

Utilizes computer systems to compile, maintain and prepare contract and statistical data records and reports.

Answers the telephone and provides information and assistance to callers; greets and assists office visitors; may use a two-way radio to communicate with field personnel.

Types, processes, prepares, copies, files, distributes and/or transmits various records, reports, forms, correspondence, permits, applications, licenses, and other documents; may compose routine reports and correspondence.

Acts as a liaison between the department and law enforcement, courts, and community agencies.

Transports clients who are not in custody.

May provide training to departmental staff.

EMPLOYMENT STANDARDS

Knowledge of:

Departmental policies and procedures.

Principles of file systems, case files and records management.

Court processes and legal terminology.

Statistical data consolidation, data analysis and management reporting methods

Modern office practices and technology.

Computer systems and applications.

Ability to:

Establish effective and efficient working relationships with others related to a wide variety of clients in difficult situations.

Establish and maintain effective working relationships with co-workers, other County employees and representatives from other agencies.

Write clear, concise and objective reports.

Prepare a variety of office correspondence and memoranda.

Gather and analyze investigative materials.

Prepare and maintain accurate records, case files and statistical reports.

Input and analyze data using a variety of standard and specialized software.

Orally present and explain facts and situations clearly.

Manage assigned caseload and establish caseload priorities to meet legal and departmental requirements.

Work within deadlines to complete projects and assignments.

TYPICAL WORKING CONDITIONS

Work is performed in a normal office environment.

TYPICAL PHYSICAL REQUIREMENTS

Requires the ability to sit at a desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties; frequently lift and/or move of up to 30 pounds in weight, occasionally move up to 50 pounds in weight; use hands to finger, handle or feel objects, tools or controls. Must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

MINIMUM QUALIFICATIONS

Experience:

Two years of increasingly responsible clerical and technical administrative experience, which has included assignments requiring a working proficiency in the use of a computer, using spreadsheet, e-mail, and data based software, and extensive public contact. Experience in a probation or parole office, or that of a related field, is highly desirable.

Education:

Graduation from an accredited college or university with an Associate's Degree Criminology, Psychology, Social Work or a related field.

Substitution

Additional qualifying experience may be substituted for the college education on a year-for-year basis.

Additional Requirements:

Possession of a valid California driver's license. Under certain circumstances, the Personnel Director may accept a valid driver's license from another State if applicant acknowledges his/her intent to acquire a California driver's license within three months by signing an acknowledgement form.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.