



**UNITED STATES DISTRICT COURT
WESTERN DISTRICT OF MICHIGAN**

Position Announcement (Number 15-06)

Probation Services Technician

- Opening Date:** February 06, 2015
- Closing Date:** February 20, 2015
- Salary Range*:** Classification Level 25
Developmental Salary Range: \$38,704 - \$47,999
Full Salary Range: \$ 48,403-62,951
*Starting salary range dependent upon qualifications & experience
- Location of Position:** Grand Rapids
- Promotional Potential:** None
- Position Status:** Full Time – Temporary (one year and one day) with potential for extension or conversion to permanent status without further competition, subject to funding.
- Area of Consideration:** Open to all qualified individuals
- Occupational Series:** Operational Court Support

Position Overview

The United States Probation & Pretrial Services Office is accepting applications and supporting documentation for a full time Probation Services Technician. This position will be located at the Grand Rapids Probation office. In this position, the Probation Services Technician primarily provides assistance to officers in a wide range of areas, including assisting in contracting functions and quality control, computer monitoring, supervising a low intensity administrative caseload under the guidance of a probation officer, compiling criminal histories and/or financial investigations, coordinating with other agencies, or performing similar duties under the guidance of a probation officer or support staff supervisor. The incumbent may be exposed to explicit and graphic materials while performing administrative duties related to case management and computer searches.

Primary Representative Duties

- Perform treatment services contracting functions. Review and process monthly contractor treatment invoices for timely processing and payment. Enter and update data and information in the Probation Automated Case Tracking Systems (PACTS) and other relevant software programs pertaining to treatment services and billing. Review treatment validation reports, and reconcile and correct noted errors when appropriate. Work in conjunction with DQA to ensure contracting procedures do not negatively impact workload credit or data quality. Routinely maintains contracting files according to national policy.
- Implement new and revised contracting procedures within established time frames. Assists DATS in written communication with contract vendors, by established deadlines. Assist DATS with training of officers and contractors/treatment agencies as it relates to billing/invoices and program procedures and policy.
- Perform general administrative duties such as assisting in contract modifications, maintenance of contractual records, and filing of program plans in accordance with national and local policies.

- Under the guidance of a probation officer, supervise a low-intensity administrative caseload by monitoring for non-compliant behavior of offenders who are not required to make monthly personal contact with the probation office, and complete casework paperwork as required. These duties may include answering client questions, tracking clients' monthly reports and investigating noted changes, completing yearly monitoring reports, transmitting letters to clients, maintaining chronological entries in PACTS, conducting financial and criminal records checks, file maintenance, and communicating non-compliance issues to a Supervising U.S. Probation Officer.
- Assist officers in performing investigations (which do not require field work) of all types for this office, including compiling criminal histories from a variety of sources and reporting the information to investigating officer - running records checks through local and national databases and files, conducting inquiries with collateral agencies and preparing reports for districts, collecting verifiable and supportable documentation, performing case management using PACTS, and other similar activities.
- Under the direction of an officer, perform administrative monitoring and searches of seized computers or any electronic or data storage media device turned into the probation office. These duties may include reviewing computer monitoring reports and screen shots, conducting image scans, and reporting issues and areas of concern to an officer.
- Provide general office support for officers by performing any or all of the following tasks: Make chronological entries in supervision case records; set up new supervision case records and perform various file management tasks; proof, edit/format and finalize reports and correspondence, such as pretrial/presentence/supervision investigative reports and memoranda to the court, as reviewed and approved for disclosure by an officer; complete various standard forms for submission to the court and legal counsel using information provided by officers, including petitions, orders to the court, and similar documents; open, close, and update information into computerized records, including PACTS; access cases using CM/ECF (Case Management/Electronic Case Files); retrieve information from databases and generate periodic reports; and manage GSA Fleet vehicles.
- Participate in problem solving at staff meetings with other support staff and officers. Make constructive suggestions for improvement in work processes to better achieve goals and objectives.
- Provide general clerical office support as needed by performing any or all of the following tasks: Answer telephones and route calls; copy and distribute documents; send and receive faxes and electronic mail messages; receive and distribute mail; attend meetings and take minutes; provide backup reception assistance; order and store office supplies; assist officers and officer assistants with word processing or other computer matters.
- Other duties as assigned.

Required Qualifications

Applicant must be a high school graduate or equivalent, and have two years of *General Experience*, and a minimum of one year of *Specialized Experience* equivalent to work at the CL-24 level. See definition of General and Specialized Experience below.

General Experience is defined as progressively responsible clerical, office, or other work that indicates the possession of, or the ability to acquire, the particular knowledge and skills needed to perform the duties of the position. Education above the high school level may be substituted for required general experience on the basis of one academic year (30 semester or 45 quarter hours) equals one year of general experience.

Specialized Experience is defined as progressively responsible clerical or administrative experience requiring the regular and recurring application of clerical procedures that demonstrates the ability to apply a body of rules, regulations, directives, or laws and involve the routine use of specialized terminology and automated software and equipment for word processing, data entry or report generation. Such experience

is commonly encountered in law firms, legal counsel offices, banking and credit firms, educational institutions, social service organizations, insurance companies, real estate and title offices, and corporate headquarters or human resources/payroll operations. Note: Education may not be substituted for specialized experience because the court support positions required hands-on experience to be credited as specialized experience.

In addition, the successful candidate must also demonstrate or possess:

- Skill in organization and detail. Ability to manage multiple priorities and high volume of paperwork with recurring deadlines.
- Ability to acquire the particular knowledge and skills needed to perform the duties of the position pursuant to national and local policy, procedures, guidelines, and practices.
- Skill and ability to analyze and reconcile information/data from databases, reports, and paperwork for the purpose of reconciliation, problem solving, and case management.
- Ability to communicate effectively (orally and in writing) to internal and external individuals and groups to provide and obtain information. Ability to interact effectively and appropriately with a wide variety of people.
- Ability to consistently demonstrate sound ethics and judgment and maintain confidentiality requirements.
- Ability to provide professional and effective customer service.
- Skill and knowledge in the use of automated equipment including word processing, spreadsheet, and database applications, and various other types of software for the purpose performing administrative office functions.
- Ability to adapt to ever-changing technology and workplace change.

Preferred Qualifications: An Associates Degree or higher from an accredited college or university in a related field of study, and more than one year of progressively responsible specialized experience providing administrative support in a highly structured work environment - preferably in a legal/law enforcement office field.

Benefits

The incumbent will be eligible to receive benefits which include participation in the Federal Employees Retirement System, Federal Employee Health Benefits, Life Insurance, Thrift Savings Plan (similar to 401 K plan) with employer matching contributions, optional dental and vision insurance, optional long term care insurance, flexible spending program, paid federal holidays, and accrued annual and sick leave. For additional information on employment with the federal courts, please visit www.uscourts.gov.

Application Procedures

To be considered, qualified applicants must submit the following:

1. Letter of Interest that addresses applicant's qualifications, skills, experience relevant to the position, and why interested in this position.
2. Résumé
3. An Application for Judicial Branch Federal Employment form (AO 78). The AO78 form can be found at <http://www.miw.uscourts.gov> (Probation/Pretrial, Employment Opportunities) or at <http://www.uscourts.gov/FormsAndFees.aspx>
4. Copies of last two performance evaluations/appraisals. If not available, please provide an explanation in the cover letter.

5. College transcript (if education substitution is applicable)

Qualified applicants must email all required documents in one pdf document by 5:00 p.m. on February 20, 2015, to: hr_probation@miwp.uscourts.gov . In the subject line of the email, indicate the vacancy announcement number (#15-06). No application materials will be accepted via U.S. Mail. Incomplete submissions will not be considered. All information provided by applicant is subject to verification. Due to the high volume of applications expected, the U.S. Probation Office will only communicate with those qualified individuals selected for pre-employment testing and/or personal interviews. Please do not call or email regarding status of application. All other questions related to the posting or application submission process may be directed to the previously noted email address (hr_probation@miwp.uscourts.gov).

Additional Information for Applicants

- Applicants must be a United States Citizen or eligible to work in the United States.
- Judiciary employees serve under excepted appointments, and are considered at-will employees.
- Appointment is provisional and contingent upon successful completion of a background investigation, including fingerprinting and a financial/credit records check.
- Only qualified applicants will be considered for this position. Qualified applicants selected for interviews may be required to submit to job related testing.
- The Court reserves the right to modify the conditions of this job announcement or to withdraw the job announcement, any of which actions may occur without any prior written notice. If a subsequent vacancy becomes available within a reasonable time of the original announcement, the Chief U.S. Probation Officer may elect to select a candidate from the original qualified applicant pool without further advertising. More than one position may be filled from this announcement.
- The probation and pretrial services office is not authorized to reimburse candidates for travel, parking, or moving expenses.
- This position is subject to mandatory direct deposit for payment of net pay.
- Reference checks may be conducted on top candidates. The final candidate may be subjected to a background check as a condition of employment pursuant to judiciary policy and guidelines.
- The Court requires the incumbent to adhere to a Code of Conduct, workplace conduct standards, and the following office cultural imperatives:
 1. We will treat everyone (customers, colleagues, and others) with dignity and respect.
 2. Our communication is effective, honest, and happens up, down and sideways at all levels of our organization.
 3. Everyone encourages and supports the highest level of accountability, responsibility, and commitment to our profession and customers.
 4. All opinions are valued and we will disagree professionally, but not personally.
 5. We recognize the value of teamwork and encourage collaboration.
 6. We welcome change as an opportunity to learn, develop, and grow.

The United States District Court are Equal Employment Opportunity Employers