



U.S. Probation Office Western District of Arkansas

Probation Technician

ANNOUNCEMENT #: 23-USPO-03

POSITION TYPE: Full-time, Permanent

DUTY LOCATION: Fort Smith or Fayetteville, Arkansas

SALARY RANGE: CL-24 (\$41,368 - \$67,231) (with promotion potential to a CL-25 without further competition.)

OPENING DATE: Wednesday December 6th

CLOSING DATE: Open until filled; applications received by 4:30 PM CST on Friday January 19, 2024, will be given preference.

POSITION OVERVIEW

The U.S. Probation Office for the Western District of Arkansas is accepting applications for the full-time position of a Probation Services Technician. The Western District of Arkansas serves 34 counties located primarily in the western half of the state. The district is headquartered in Fort Smith and has staffed divisional offices in El Dorado, Fayetteville, Hot Springs, and Texarkana. The district has two district judges, two senior judges, and three magistrate judges. Probation Technicians provide technical, administrative, and clerical support to U.S. Probation Officers in a wide range of areas, including the supervision of low intensity caseload, coordinating with other agencies, inventory, and performing other job duties, as assigned. This is a non-law enforcement position.

SUMMARY OF DUTIES

- Under the guidance and direction of an officer, supervise selected caseloads of defendants and/or offenders, which may include placing telephone calls and maintaining files and case records.
- Conduct case file reviews and advise officers and officer assistants of matters needing their attention. Make chronological entries in supervision case records.
- Research information from case records and enter into system as appropriate. Screen forms completed by officers and officer assistants and request corrections as needed. Retrieve information from databases and generate periodic reports.
- Assisting officers in performing investigations of all types (e.g., collateral, presentence, post sentence, etc.) and learning evidenced-based practices
- Opens, closes, and updates information into computerized records, including the Probation Automated Case Tracking Systems (PACTS). Researches case records and enters information as appropriate. Screens forms completed by officers and request corrections as needed.
- Screens telephone calls and visitors, answers routine questions, aids as authorized and refers the person(s) to officers or to the appropriate agency based on knowledge of officers' activities and office operations, policy, and procedures
- Conducting law enforcement and other record checks via various automated systems
- Format, type, edit, and finalize reports and correspondence from rough drafts using word processing equipment. This may include, but is not limited to, documents such as presentence investigation reports, supervision case plans and reviews, and memoranda or reports to the court

- Receiving, screening, and routing incoming and outgoing mail to appropriate persons or offices, and processing mail requiring special handling
- Maintains, updates, and tracks paper and electronic files.
- Provides general clerical office support
- Performs custodial duties such as inventory of office equipment and records maintenance
- Performs other duties as required

REQUIRED QUALIFICATIONS

- Bachelor's degree from an accredited college or university in an academic field of study such as criminal justice, criminology, psychology, sociology, human relations, business, education, English, or public administration.
- Possess excellent written and oral communication, proofing, and grammatical skills
- Excellent communication and interpersonal skills, both oral and written
- Excellent organizational skills, including ability to manage multiple high impact projects and priorities within strict deadlines in a fast-paced environment
- Self-starter with demonstrated analytical and problem-solving skills, professional demeanor, and ability to exercise sound judgment
- Experience working in a team environment and possess a strong work ethic
- Extensive experience with and knowledge of MS Office products, such as Word, Excel, and Adobe Acrobat
- Must be extremely detail-oriented and possess strong organizational, analytical, problem-solving, and customer service skills. Accuracy and superior attention to detail is critical in this position.
- Must be willing to pursue ongoing professional development
- Knowledge of general government procurement policies and procedures and financial systems and protocols needed to maintain purchase order information and invoice payment processing is preferred

*Specialized experience is defined as progressively responsible clerical or administrative experience requiring the regular and recurring application of clerical procedures that demonstrate 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

BENEFITS

Judiciary employees are eligible for a full range of benefits such as paid vacation and sick leave, paid holidays, retirement benefits that include a defined contribution program and the Thrift Savings Plan (TSP). TSP is a 401(k) equivalent program that includes matching contributions. Additional benefits include health and life insurance, disability and long-term care insurance, dental and vision insurance and a Flexible Benefits Program which includes optional medical and dependent care reimbursement. Additional benefit information is available at <http://www.uscourts.gov/careers/benefits>.

BACKGROUND INVESTIGATION REQUIREMENTS & The Fair Chance to Compete Act (FCA)

This is a Sensitive position within the Judiciary. The selected candidate will be subject to a technical fingerprint check through the FBI Criminal Justice Information Services Division database as a condition of employment. **This position is not covered under the FCA. Therefore, candidates will be asked to provide verbal or written statements about criminal history prior to receiving a conditional job offer. When applying for this position, completion of Questions 18, 19, and 20 on Form AO-78, "Application for Employment" is mandatory.**

CONDITIONS OF EMPLOYMENT

Applicants must be a U.S. citizen or be eligible to work in the United States. The position is subject to mandatory electronic fund transfer (direct deposit). Judiciary employees serve under excepted appointments and are considered “at will.” Employees are required to adhere to the Code of Conduct for Judicial Employees which can be found at www.uscourts.gov.

APPLICATION PROCEDURES & INFORMATION

Qualified applicants should submit a complete application packet which includes a letter of interest, a current and detailed resume, list of three professional references, and a completed Application for Judicial Branch Federal Employment (Form AO-78). You may download this form from <https://www.uscourts.gov>. Attachments must be saved as a single PDF file. Please reference the vacancy announcement number in the subject of the email and address to Ms. Mistee Aaron Chief Probation Officer. Email your complete packet to: hr@arwp.uscourts.gov.

The United States District Court for the Western District of Arkansas is an Equal Opportunity Employer and values diversity in the workplace. The U.S. District Court provides reasonable accommodations to applicants with disabilities in accordance with the American with Disabilities Act. If you need a reasonable accommodation, please notify human resources.

ADDITIONAL INFORMATION

- Applicants must be United States citizens or eligible to work in the United States.
- Applicants selected for interviews must travel at their own expense. Relocation expenses will not be reimbursed.
- Electronic Fund Transfer (EFT) for payroll deposit is required.
- Employees are required to adhere to the Code of Conduct for Judicial Employees, which is available upon request.
- The court reserves the right to modify the conditions of this job announcement, withdraw the announcement, or fill the position at any time before the closing date. Multiple vacancies may be filled from this announcement.
- The Court provides reasonable accommodations to applicants with disabilities in accordance with the American with Disabilities Act. If you need a reasonable accommodation, please notify Human Resources. The decision on granting reasonable accommodations will be made on a case-by-case basis.

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