

UNITED STATES PROBATION & PRETRIAL SERVICES OFFICE
Western District of Arkansas



NOTICE OF VACANCY

*The United States Probation & Pretrial Services Office for the Western District of Arkansas is accepting applications for the position of **Receptionist/Probation Clerk**.*

ANNOUNCEMENT NUMBER: 11-USPO-03

LOCATION OF POSITION: Fayetteville, Arkansas

**POSITION TITLE: Receptionist/Probation Clerk
Full-Time**

**STARTING SALARY: CL 23 (\$31,009 - \$50,462)*
Position progression potential to CL24 without further
competition
*Depending upon skills and experience**

OPENING DATE: Friday, April 22, 2011

CLOSING DATE: Friday, May 6, 2011

APPLICATION DEADLINE: Friday, May 6, 2011 – 5:00 PM CST

STARTING DATE: TBD

POSITION OVERVIEW:

The United States Probation & Pretrial Services Office for the Western District of Arkansas is accepting applications for the position of Receptionist/Probation Clerk. This position is located in the probation office and reports directly to the Supervising Probation Officer. The Receptionist/Probation Clerk will perform or be responsible for the following duties:

- Performs receptionist duties by greeting telephone callers/visitors/clients, answering routine questions, and directing callers/visitors/clients to the appropriate person or department.
- Notifies appropriate personnel when they have visitors/clients.
- Instructs clients reporting for supervision or investigation on procedures for completing appropriate forms and authorization. Advises clients reporting from prison or from court on officer assignment and procedures.
- In absence of client's probation or pretrial services officer, arranges for the client to be seen by another officer or supervisor, in accordance with office policy, including those clients participating in a urinalysis program.
- Receives, prioritizes, and routes all incoming materials from within the court to appropriate individuals in the office. Receives, screens, and routes incoming and outgoing mail to appropriate persons or offices. Processes mail requiring special handling.
- Performs other job related duties, which may include, and are not limited to, typing, scanning, copying, filing, uploading, proofreading, and contact with other court and law enforcement agencies.
- Other duties as assigned.

GENERAL INFORMATION:

- Applications will be accepted from U.S. Citizens and Non-Citizens as allowed by appropriations and statute.
- Reference and background checks will be conducted on final candidate(s).
- Work may be performed in an office setting and off-site from a remote duty station. Some travel may be required.

REQUIRED QUALIFICATIONS:

- High school diploma or equivalent.
- Two years of general experience, which is progressively responsible for clerical, office, or other work experience which indicates the possession of or the ability to acquire the particular knowledge and skills needed to perform the duties of the position.
- Skill in filing and knowledge of filing requirements. Ability to file, extract, and re-file documents accurately and appropriately.
- Ability to follow detailed instructions and multitask. Excellent skills in organizing own work.
- Excellent skills in spelling, grammar, and proofreading. Ability to communicate effectively (orally and in writing) to a variety of individuals.
- Ability to interact effectively, appropriately, and tactfully with a variety of people.
- Skill in using a multi-line telephone system efficiently and in a timely manner.

- Knowledge of software and keyboarding for word processing, data entry, email, computers and report generation. Skill in using standard office equipment (copiers, fax machines, scanners, etc.) Skill in keyboarding, typing, and data entry.
- Flexibility in adapting to and embracing workplace changes.

PREFERRED SKILLS AND EXPERIENCE:

- General knowledge of the criminal justice system, particularly as it relates to Federal Probation procedures.
- Experience working in a government or court environment.

BENEFITS:

- Ten (10) paid Federal holidays
- Paid annual and sick leave
- Retirement benefits under the Federal Employees Retirement System (FERS)
- Tax Deferred Retirement savings and investment plan under Thrift Savings Plan (TSP) with employer matching contributions.
- Health benefits under the Federal Employees Health Benefits Program (FEHB)
- Supplemental Dental and Vision Benefits offered through Federal Employees Vision and Dental Plan (FEDVIP)
- Life insurance benefits under the Federal Employees Group Life Insurance Program (FEGLI)
- Group Long Term Care Insurance through CNA
- Flexible Benefits Program for Health Care Reimbursement and Child Care Reimbursement
- Federal Employees Group Long Term Disability Program (FEGGLTD)
- Long Term Care Insurance through the Federal Judiciary or the Office of Personnel Management (OPM)

APPLICATION PROCEDURES:

Interested candidates should submit complete applicant's packet which includes: a letter of interest, a current/detailed resume, three references, AND a completed Application for Judicial Branch Federal Employment (Form AO-78). Applicant's packets must be received by 5:00 PM on Friday, May 6, 2011 to be considered. If applicable, be sure to note an email address on the resume or cover letter. To ensure timely delivery, email is preferred. Applications for Judicial Branch Federal Employment (Form AO-78) may be downloaded from our website <http://www.arwp.uscourts.gov/index.php/employment>. **YOU MUST REFERENCE THE VACANCY ANNOUNCEMENT NUMBER IN YOUR LETTER OF INTEREST.** Applicant's packets will not be considered complete until ALL of the items listed above have been received by Human Resources.

Please mail, email, or fax your complete applicant's packet to:

Mail to:
U.S. Probation Office
Attn: Human Resources
30 S. 6th St. Suite 1063
Fort Smith, AR 72901

Email to:
hr@arwp.uscourts.gov
Send in PDF, WordPerfect, or Microsoft Word format

Fax to:
Attention: Human Resources
Fax: 479-783-5761
Engage the “receipt notification” option

ADDITIONAL INFORMATION:

This position is subject to mandatory electronic fund transfer (direct deposit) participation for payment of net earnings.

Those selected for an interview will be contacted either by phone or letter. Applicants who are not selected for an interview will be contacted by letter. Candidates progressing beyond the initial interview phase may be tested for eligibility. Persons selected for interviews will be required to travel to the designated location at their own expense.

The Court requires employees to adhere to a Code of Ethics and Conduct which is available to applicants for review upon request. Employees of the United States Courts are NOT included in the government’s competitive service. This position is considered an at-will position.

Prior to appointment, the selectee considered for this position is required to undergo a Background Check and Investigation, which will include credit and criminal history. The selectee may then be appointed provisionally, and retention will depend upon a favorable suitability determination of the background investigation.

The United States Probation & Pretrial Services Office for the Western District of Arkansas
is an Equal Opportunity Employer and values diversity in the work place.