



NEW RIVER COMMUNITY CORRECTIONS & PRETRIAL SERVICES

Serving the 27th Judicial Circuit & District

58 N. Washington Avenue – 2nd Floor

Pulaski, Virginia 24301

Phone: (540) 994-5061 – Fax: (540) 994-5050

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OFFICE SERVICES ASSISTANT/OFFICE MANAGER

New River Community Corrections & Pretrial Services

Pulaski County

Department: New River Community Corrections & Pretrial Services

Supervision Exercised: None

Supervision Received: Director of NRCC&PS

Employee will undergo a six-month orientation period and will be evaluated at the end of the six-month term. Employee will be evaluated annually thereafter.

Classification (FLSA): Non-Exempt, Part-Time (29 hours per week)

REQUIRED TESTING/SCREENING AND CERTIFICATIONS: Drug & Alcohol Testing, Fingerprinting, Background Screening & Driving Record Required. Employee must pass VCIN certification training.

Alternate Essential or Essential Employee: No

Residency Requirements: Not required

Work Hours: Monday thru Friday, 8:00 a.m. until 5:00 p.m. Some evening work may be required.

Benefits Eligible: No

Leave Time Eligible: Yes

ESSENTIAL FUNCTIONS: Performs a variety of administrative, clerical, and receptionist duties in support of the agency's daily operations. Serves as the primary point of contact by greeting clients and the public, answering and directing telephone calls, providing basic information to offenders, and referring inquiries to the appropriate staff member or Director. Enters initial screening and placement information into the PTCC system, conducts criminal record checks through VCIN, and maintains accurate referral, completion, and related program logs. Compiles and provides monthly statistical information and reports to the Director. Provides clerical and administrative support to the Director and staff, including preparing documents, maintaining files and records, and assisting with routine office operations. Maintains office supply inventory and coordinates ordering as needed. Communicates clearly and professionally, exercises sound judgment, maintains strict confidentiality of sensitive information, and follows established policies, procedures, and applicable regulations. Physical presence at the worksite is required, as the essential functions of this

position involve direct interaction with the public, staff, and criminal justice partners and are not suited to remote work.

JOB REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations maybe allowed enabling an individual with disabilities to perform the essential functions.

RESPONSIBILITIES:

While performing the duties of this job, the employee is exposed to high stress situations, including antagonistic interactions with offenders and their families.

- Answers phone, transfers calls and takes messages; greets clients and public
- Provides basic information to offenders
- Speaks in a way that is clear and precise about what is required and clearly passes information on, using correct grammar and diction
- Exhibits common courtesy and excellent communication skills to work within a team environment
- Maintains a high level of confidentiality
- Appropriately refers questions to director or other staff as designated by the Director
- Follows established policies, procedures, and/or precedents
- Completes annual required training
- Provides clerical support to Director
- Maintains referral and completion logs
- Operates VCIN to perform record checks
- Maintains list for ordering office supplies
- Strong written and verbal communication skills
- Performs related tasks as required and other duties as assigned by the Director

KNOWLEDGE, SKILLS AND ABILITIES:

KNOWLEDGE:

- Knowledge of general office practices, procedures, and administrative support functions
- Knowledge of records management and recordkeeping practices
- Knowledge of applicable departmental policies, procedures, and confidentiality requirements
- Working knowledge of court processes, legal terminology, and court orders

SKILLS:

- Skill in verbal and written communication using proper grammar, spelling, punctuation, and professional language
- Skill in customer service and public relations
- Skill in interpersonal communication, including conflict resolution and de-escalation techniques

- Skill in operating computers and standard office equipment
- Skill in maintaining accurate records, logs, and reports
- Skill in organizing work, prioritizing assignments, and exercising attention to detail

ABILITIES:

- Ability to interpret and apply written, oral, diagrammatic, and schedule-based instructions
- Ability to read, understand, and accurately interpret court orders and other legal documents
- Ability to solve practical problems, exercise sound judgment, and make decisions within established policies and procedures
- Ability to perform routine mathematical calculations accurately
- Ability to establish and maintain effective working relationships with offenders, the public, court personnel, community agencies, law enforcement, and coworkers
- Ability to maintain strict confidentiality and handle sensitive information with discretion
- Ability to work independently and collaboratively in a team environment while adapting to changing priorities

ADA REQUIREMENTS: The position requires the ability to understand, analyze, and interpret policies, procedures, court orders, and other written materials and to prepare accurate reports, records, and correspondence. Must communicate effectively, both orally and in writing, with employees, offenders, the public, and criminal justice partners. Requires the ability to remain in a stationary position for extended periods, frequently operate a computer, telephone, and other standard office equipment, and use repetitive hand and finger movements. Must be able to move throughout the office; reach, bend, and retrieve files and office materials; and possess sufficient visual acuity to read printed materials and computer screens. Requires the ability to maintain concentration and attention to detail while managing multiple tasks and frequent interruptions. May occasionally lift and carry office supplies or files weighing up to 25 pounds.

EDUCATION AND EXPERIENCE:

- Bachelor's degree in criminal justice, psychology, or a related field is preferred
- Tyler/Munis experience and familiarity with OGMS system preferred
- Experience in grant writing, grant management, accounting, finance, and supervisory experience is preferred
- Must possess excellent public speaking skills, presentation skills, computer skills and excellent verbal / written communication skills
- Experience in case management, counseling, or in a criminal justice agency preferred, or a combination of education and experience may be considered

TRAINING AND JOB DEVELOPMENT:

- Must successfully complete training in and demonstrate competency in Effective Communication/Motivational Interviewing Skills, conducting risk assessments and other evidence-based practices curriculums
- Employees are required to complete and maintain all mandatory safety and compliance training in accordance with company policy and applicable State & Federal regulations
- Develops and sets own personal goals for acquiring new skills and job growth
- Participates in conferences, workshops, webinars, and other opportunities to maintain current awareness of County trends and for educational growth
- Works with staff to discuss and resolve problems and provide ideas for improvement

PROFESSIONALISM AND CONFIDENTIALITY:

- Understands and consistently implements all County policies and procedures
- Maintains confidentiality with all vendors, employee transactions, activities, and system files
- Shares knowledge and assists other staff with day-to-day activities to promote effective teamwork to accomplish the goals of the County

Note: This job description is not intended to be all –inclusive. An employee will also perform other reasonably related job responsibilities as assigned by the supervisor or County Administrator. Pulaski County Administration reserves the right to revise or change job duties as the need arises. Moreover, management reserves the right to change job descriptions, job duties or working schedules based on their duty to accommodate individuals with disabilities. The job description does not constitute a written or implied contract of employment.

I have read, understand and accept the duties, standards and expectations required of this position. I hereby affirm my good faith compliance with all County policies and procedures.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

Check the appropriate box, fill in the needed accommodations, if required, then sign and date.

- ☐ I have read and understand this job description and acknowledge that I am able to complete the essential functions required of this job **without accommodation.**

OR

- ☐ I have read and understand this job description and acknowledge that I am able to complete the essential functions required of this job **with accommodation(s).**

Please list the accommodation(s) needed to fulfill the essential functions of this job description:

Employee Name: _____
(Please print)

Employee Signature

Date