



NEW RIVER COMMUNITY CORRECTIONS & PRETRIAL SERVICES

Serving the 27th Judicial Circuit & District

58 N. Washington Avenue – 2nd Floor

Pulaski, Virginia 24301

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OFFICE SERVICES ASSISTANT/OFFICE MANAGER

New River Community Corrections & Pretrial Services

Pulaski County

Department: New River Community Corrections & Pretrial Services

Reports to: Director of NRCC&PS

Supervision Exercised: None

Supervision Received: Work is performed under regular supervision. 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, Full-Time

Safety Sensitive Position Per VA Code 2.2.1201.1 – Fingerprinting Required

Drug & Alcohol Testing, Background Screening & Driving Record Required

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

ESSENTIAL FUNCTIONS: To enter initial screening and placement information of referrals into the PTCC system. This position involves daily face-to-face contact with the public, as well as telephone interaction with various departments and the criminal justice system. This position screens calls and forwards to appropriate staff. This position obtains the initial record check on each referral, maintains referral and completion logs and reports monthly information to the director for reports. This position provides clerical support to the director and some clerical support to the staff.

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 may be made to enable an individual with disabilities to perform the essential functions. Employee must have a valid driver's license. Employee must pass VCIN certification training and BASIC SKILLS within specified timeframe. Must successfully complete training in and demonstrate competency in Effective Communication/Motivational Interviewing Skills, conducting risk assessments and other evidence-based practices curriculums. A physical presence is required for the position, as duties are not suited to remote work.

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:

- Ability to add, subtract, multiply, and divide in all units of measure
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form
- Ability to use solid interpersonal skills, including conflict resolution skills, for work with citizens, court officers, community professionals, and other employees
- Ability to read and analyze court orders
- Ability to write and speak effectively
- Ability to communicate ideas clearly and concisely, verbally and in writing
- Must possess superior grammar, diction and language skills in both written and verbal form

ADA REQUIREMENTS: The position requires the skills and abilities necessary to understand, analyze, and interpret documents such as procedural manual and court orders and compose comprehensive reports and correspondence. Ability to communicate information and presentations effectively before groups of employees and organizations. Ability to converse with others, exchange information and ideas in work situations and detect and discern auditory information in the work environment. Ability to remain in a stationary resting position at a desk, stationary upright position, or traverse the work environment. Ability to extend one's position upward, downward, or outward to reach objects to achieve work

objectives, and possess the manual dexterity required to operate computer, telephone, and office equipment. May be required to move up to 25 pounds.

EDUCATION AND EXPERIENCE:

- Bachelor's degree in criminal justice, psychology, or a related field is preferred
- Experience in case management, counseling, or in a criminal justice agency preferred, or a combination of education and experience may be considered.
- 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

TRAINING AND JOB DEVELOPMENT:

- 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.

- 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