



Twin Falls County Administrative Specialist

SALARY	\$17.41 Hourly	LOCATION	Twin Falls County, ID
JOB TYPE	Full-time	JOB NUMBER	202500092
DEPARTMENT	Juvenile Probation	OPENING DATE	10/21/2025
CLOSING DATE	10/28/2025 10:00 PM Mountain		

Position Information

Apply online at www.twinfallscounty.org

Job Description

CLASSIFICATION SUMMARY

Performs secretarial support for individuals or groups of individuals relieving them of administrative duties. Work often includes handling more private or sensitive information. An employee in this classification manages correspondence; maintains communications with key staff within and outside the department; may perform bookkeeping and accounting. Work is usually performed in an office environment. This position handles all aspects of the front office.

Duties / Responsibilities

ESSENTIAL DUTIES AND RESPONSIBILITIES *(illustrative only and may vary by assignment)*

- Sets up social history interviews with parents and juveniles as ordered by the Court;
- Schedules Rule 19 meetings with parents, juveniles and Rule 19 participants;
- Schedules Rule 16 screenings with parents, juveniles and Rule 16 participants;
- Data entry and closures for Diversions;
- Data entry and closures for Truancy cases;
- Update and keeping current the front office training manual;
- Deliver and pick up mail daily;
- Provides secretarial support as needed for the Juvenile Probation staff, Probation Officers, files and preparing all miscellaneous office correspondence as requested;
- Closes all cases as requested by Probation Officers;
- Checks status of fees in Odyssey/Juvenile database to ensure payment before cases are closed;
- Maintains Drug Tests and associated supplies, notifies Office Manager when supplies are needed;
- Attempts to obtain a payment or make payment arrangements when receiving clients at the front desk;
- Keeps school lists up-to-date; sending out a monthly report to staff and school districts. Updating MAGIC if needed;
- Prepares outgoing Interstate Compact cases for transfer and receives incoming Interstate Compact cases
- Completes data entry from Court Files as time allows;
- Compiles necessary paperwork and ensures completion of packet of information for juveniles committed to the Department of Juvenile Corrections; ensures packet is distributed in a timely manner so juvenile may be transported to placement as ordered by the Court;

- Receives and enters payments from Trust Financial, distributing payments as required;
- Posts all payments made by clients for the Snake River Detention Center;
- Receives payments for Court Ordered fees, Odyssey or Magic; accurately posts payments to accounts;
- Processes monthly billing to be distributed on Diversion nights;
- Monitors monthly billing for fees needing to be set to pre-collections and verify fees that go to full collections;
- Takes completed deposit to the East 2nd floor accounts payable on an as needed basis;
- Balances cash receipts daily;
- Updates Social History list for Probation Officers, emails Rule 19/16 schedule to all parties each Thursday;
- Schedules interpreters as requested;
- Runs monthly pending List and updates as necessary;
- Updates juvenile photos and physical description in Magic as required;
- Keeps supplies/paperwork up to date and stocked;
- Works with the Office Manager to ensure front office runs smoothly and all work is completed in an accurate and timely manner;
- Maintain file room files – rotate closed files to the back-storage room and prepare older files to be purged as per policy;
- Enter fees for Redwood Toxicology for UA's off of the monthly bill;
- Send fees for ankle monitors from the monthly GPS billing to the juvenile clerks to be entered into Odyssey
- Verify correct monthly probation supervision billing in Odyssey.
- Reporting – maintain monthly numbers for specified reports;
- Collect mileage sheets from Juvenile Probation county vehicles to be submitted to the Commissioner's office.
- Maintains communications with key staff within and outside the department;
- Responds to Commissioners, elected officials, County employees and citizens questions and comments in a courteous and timely manner;
- Performs time management and scheduling functions, meets deadlines, and sets project priorities;
- Communicates and coordinates regularly with appropriate co-workers to maximize the effectiveness and efficiency of interdepartmental operations and activities.
- Maintains strict confidentiality in all cases;
- Assists other department and County employees as needed or requested.
- Performs all work duties and activities in accordance with County policies, procedures, and safety practices.

SECONDARY DUTIES AND RESPONSIBILITIES:

- Provides backup assistance to other staff as needed;
- Performs other duties as assigned.

Qualifications

CLASSIFICATION REQUIREMENTS:

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty satisfactorily and be successful in the position.

Knowledge of:

- Juvenile Probation processes, policies and procedures;
- Job related software and databases such as Magic and Odyssey;
- File and document management;
- Current office practices and procedures, including data entry;
- Record keeping and filing practices and procedures;
- Customer service skills;
- Bookkeeping and cash handling;
- Customer service procedures, techniques, and objectives;
- Operation of a personal computer and job-related software applications.

- English grammar, spelling, punctuation, and composition.

Skill and Ability to:

- Provide administrative and secretarial support to Probation Officers and designated others;
- Maintain positive working relationships with law enforcement, court representatives, schools and other agency officials;
- Set up, maintain and close case files;
- Obtain payments and set up payment agreements;
- Maintain up-to-date knowledge of department policy and procedures related to assigned function;
- Provide relevant and accurate answers to questions from members of the public and County staff;
- Manage data bases, and enter and retrieve data accurately and efficiently into a computerized system;
- Establish and maintain accurate records and files, both computerized and hardcopy;
- Respond to the public over the phone or in person in a tactful, pleasant, and courteous manner;
- Speak clearly and communicate accurate information to others;
- Provide effective customer services with patience and accuracy;
- Assess problem situations and develop effective answers, with or without the supervisor's help;
- Perform duties with accuracy and attention to detail;
- Prepare reports on activities as requested;
- Review files and determine their content and completeness and perform follow up work as needed;
- Operate standard office equipment, a personal computer, and program applications appropriate to assigned duties;
- Type and perform word processing and spreadsheet functions with speed and accuracy;
- Prepare documents, following a prescribed format to ensure accuracy and compliance with legal requirements and standards;
- Use English to communicate effectively with others;
- Proficiently operate computers, software programs, such as Microsoft Word, Excel, PowerPoint, or similar office software to create documents and other materials, maintain information, and generate reports;
- Listen carefully to, understand, and effectively communicate through oral, written, and interpersonal communication channels;
- Follow verbal and written instructions.
- Maintain a professional demeanor at all times;
- Maintain confidentiality;
- Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Work independently and exercise initiative, with general guidance and supervision;
- Use good judgment to make sound and reasonable decisions and problem-solving skills to respond to customer service needs in accordance with laws, ordinances, regulations and established policies;
- Demonstrate integrity and ingenuity the performance of assigned tasks and solving problems;
- Perform all duties in accordance with County policies and procedures with regard for personal safety and that of other employees and the public.

ACCEPTABLE EXPERIENCE AND TRAINING:

- High school diploma or GED;
- Three years experience in an administrative office, preferably in the public sector; or
- An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.
- Must successfully pass background investigation relevant to the position and remain in good standing for the duration of employment with the County.

Employer

Twin Falls County

Address

P.O. Box 126

Twin Falls, Idaho, 83303

Phone

208-736-4174

Website

<http://www.twinfallscounty.org>