



## Twin Falls County Administrative Assistant

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|---------------------|-----------------------------|---------------------|-----------------------|
| <b>SALARY</b>       | \$18.29 Hourly              | <b>LOCATION</b>     | Twin Falls County, ID |
| <b>JOB TYPE</b>     | Full-time                   | <b>JOB NUMBER</b>   | 202600011             |
| <b>DEPARTMENT</b>   | Juvenile Detention          | <b>OPENING DATE</b> | 02/13/2026            |
| <b>CLOSING DATE</b> | 2/19/2026 10:00 PM Mountain |                     |                       |

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### Position Information

Apply **ONLINE** at [www.twinfallscounty.org](http://www.twinfallscounty.org).

### Job Description

#### CLASSIFICATION SUMMARY

Performs administrative and clerical duties in the assigned department. Employees in this class perform a wide range of office support functions using independent judgment in applying existing policies and procedures to complete assignments. This involves knowledge of multiple procedures and program guidelines to make decisions. Employees respond to non-routine inquiries and explain department services, policies, procedures and rationale for decisions to customers. Employees typically utilize a variety of computer operations and/or specialized software to complete daily assignments. The classification's primary and diverse duties include creating, reviewing and processing documents and records, identifying and correcting errors and omissions on documents received from staff, and/or public, performing data entry, maintaining records, scheduling appointments and making travel arrangements. Work is usually performed in or near a front counter or office where customers can easily be accommodated.

### Duties / Responsibilities

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

- Answers incoming phone calls and greets walk-in customers, provides general information to the public, answers questions and inquiries, and provides referrals to other departments or staff as needed;
- Interacts with clients and families about Juvenile Detention processes, procedures and fees;
- Enters and updates juvenile files daily; ensure all files are accurate and complete;
- Creates and sets up new files for juvenile detention clients;
- Receives, delivers, emails and/or faxes documents between the detention center and the courts;
- Prepares monthly invoicing for detention housing fees to families or guardians; tracks payments, sends out collection notices and provides information to collection agencies;
- Maintains office supply inventory;
- Processes maintenance requests for repairs;
- Create, setup and maintain computer forms such as Excel tables, charts and spreadsheets;
- Update Detention Center forms and manuals as requested;

- Prepares monthly invoicing for detention housing fees to families or guardians; tracks payments, sends out collection notices and provides information to collection agencies;
- Provides customer service to explain processes and procedures;
- Sets appointments for designated staff;
- Schedules all mediations, assessments, appointments with attorneys, etc. that are required by juveniles while in detention to avoid conflicts with courts, appointments for other juveniles and facility requirements
- Accepts and/or reviews paperwork/applications from customers;
- Compiles, copies, sorts and files/records of office activities, business transactions and other activities;
- Provides clerical and support services to staff members as needed, including but not limited to, taking messages, setting appointments, providing information, processing and preparing documents and correspondence, screening and distributing mail, preparing and tracking mailings and legal notifications, and inputting data into central computer system;
- Maintains accurate and complete records, files and documentation;
- Prepares logs and/or reports;
- Creates word processing documents and spreadsheets and/or works with specialized department software;
- 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.
- Run reports required by the Clinician and Detention data systems;
- 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 detention programs, practices, policies and procedures;
- Current office practices and procedures, including data entry;
- Record keeping and filing practices and procedures;
- English grammar, spelling, punctuation, and composition;
- Customer service procedures, techniques, and objectives;
- Operation of a personal computer and job-related software applications.

#### **Skill and Ability to:**

- Work effectively with a divergent population of varied backgrounds;
- Create and maintain accurate, complete and current files and documentation;
- 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;
- Enter and retrieve data accurately and efficiently into a computerized system;
- Establish and maintain accurate records and files, both computerized and hardcopy;
- Speak clearly and communicate accurate information to others;
- 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;
- 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;
- 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;
- 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;
- One year's experience in an 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.

#### **PHYSICAL DEMANDS & WORK ENVIRONMENT:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, bend, use hands to keyboard or type, handle materials , or manipulate tools used in performing the essential functions of the classification, and reach with hands and arms. The employee must (occasionally or frequently) lift and/or move up to 25 pounds and, infrequently, up to 50 pounds. Specific vision abilities required by this classification include close vision, distance vision, color vision peripheral vision, depth perception and ability to adjust focus. Sufficient clarity of speech and hearing abilities required by this classification includes those which permit the employee to discern verbal instructions and communicate effectively in person, by telephone. While performing the duties of this classification, the employee works in an office setting where the noise level in the work environment is usually moderate.

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#### **Employer**

Twin Falls County

#### **Address**

P.O. Box 126

Twin Falls, Idaho, 83303

#### **Phone**

208-736-4174

#### **Website**

<http://www.twinfallscounty.org>