



JOB TITLE: ADMINISTRATIVE ASSISTANT II

Department: Justice Services
Supervisor: Director, Bonner County Justice Services
Supervision Exercised: None
Exempt Status: Hourly
Benefits Eligibility Status: Eligible
BOCC Approval: 07/07/2020

SUMMARY

Provides general clerical and receptionist duties and responsibilities for the Justice Services Division. Serves as front-office receptionist in greeting and appropriately directing or providing information to members of the public and users of the division both in person and over the phone.

The Administrative Assistant is a clerical support position providing general clerical and receptionist functions to the Justice Services department. Work involves a variety of regular and recurring situations where some judgment may be required to apply standard practices and decision-making within clearly defined parameters. Works under direct supervision of the Office Manager. Communicates heavily with others inside the department, and regularly with users of the County's Justice Services. Work has a moderate but distinct impact on the operations of the Justice Services department. Work is typically performed indoors in an office setting. Typically involves low intermittent stress during periods of heavy activity. Typically involves regular travel in the local area.

ESSENTIAL FUNCTIONS

The essential functions include, but are not limited to, the following duties and responsibilities which are not listed in any particular order of priority and may be amended or added to by the County at any time:

- Greets people in person at the front desk or over the phone. Answers inquiries' regarding services provided, and directs callers or visitors to the appropriate resource or individual for inquiries that go beyond the job scope or knowledge of the employee. Takes and routes messages appropriately for employees absent or unavailable.
- Performs a variety of clerical duties for Justice Services including responding to requests for information or other correspondence, standard memos and letters, reports, notifications, etc. as directed.
- Maintains professional and effective working relationship with other employees, the public, clients and other agency professionals.
- Maintains and creates case files to document written and oral information as needed throughout the office. Updates and otherwise maintains files as needed.
- Makes daily trips to the Courthouse to deliver and pick up documents. Makes daily runs to other agencies as needed to courier documents and other materials.
- Schedules appointments for Probation Officers as directed. Meets all visitors/clients and directs them to the proper office.

- Monitors all traffic through the office including coming and going of clients for safety issues. Greets individuals with a variety of dispositions and in difficult situations with the potential to become or be angry, agitated, under the influence of alcohol or illegal substances, and/or suffer from mental health issues and assess the situation and respond appropriately to summon the necessary assistance without further agitating the individual.
- Transcribes and proofs court documents, such as affidavits for both Juvenile and Adult Misdemeanor Probation Officers.
- Assures that all case files are put together for the Probation Officers. Maintains case files to assure easy and accurate access for Probation Officers. Files all documents in client files.
- Screens incoming calls, mail and public contacts to evaluate and direct inquiries. Distributes all incoming mail ensuring that all Probation Officers have access to pertinent case mail, reports and related documents.
- Reads all police reports regarding juvenile offenders and route to correct avenue (i.e., Probation Officers for probation violations or for information on reports that do not contain offenses under the Juvenile Corrections Act such as alcohol/tobacco offenses; or the Youth Accountability Board staffing.
- Prepares all information for weekly juvenile staffing (1st appearances), This includes filling out the staffing sheets for each police report, preparing a list of all offenders for the staffing, and providing available social history times for each Juvenile Probation Officer. Confirm with the Prosecutor's office, the juveniles given Promise to Appear on the juvenile staffing date.
- Responsible for maintaining case management data base information for all adult and juvenile clients. This includes inputting information into the system for each offense received from police reports; updating all information after staffing for the Youth Accountability Board; inputting beginning information for the individual regarding address; phone number; and other relevant information. Input all new cases into CMS database for juvenile, and Odyssey for adult clients.
- Maintains files after juvenile staffing and before case Disposition. This includes filing the information after staffing in the appropriate place (2nd level diversion, Petition or YAB). Tracks file and makes sure they are easily accessible. For example: If a 2nd level diversion or YAB case, the offender does not complete this case, it is moved to the Waiting for Petition file or if no petition is received a year after the offense date, track with the Prosecutor's office or the Clerk's office and see if the case has been closed and moved to the closed files.
- Take probation supervision, urinalysis testing, and juvenile detention payments. Issue receipt, track in spreadsheet and route payments to Administrative Assistant/Office Manager.
- Track both juvenile and adult state funding for drug/alcohol treatment, as needed.
- Track new clients by Probation Officer and initial contacts by new adult clients.
- Enter all information from form provided by client into the Odyssey database and take the client's picture.
- Process closing reports for both juveniles and adults.

SECONDARY FUNCTIONS

- Performs all other duties as assigned.

JOB SPECIFICATIONS

- Sufficient combination of knowledge, skills and abilities so as to competently perform the essential functions of the job. High school diploma or equivalent required.
- One-year clerical experience or other related experience as needed to perform the essential functions of the job.
- Must have a clear understanding and knowledge regarding confidential requirements related to case files and information contained therein during working and non-working conditions.
- Knowledge of clerical duties and functions as applied to a general office environment.
- Ability to accurately and proficiently type at or about 50 wpm using standard keyboards and personal computers.
- Must possess the ability to multi-task and prioritize while working with several other people at one time in a fast-paced environment.
- Must possess good organizational, telephone and communications skills.
- Must possess a current driver's license valid with history of good driving record.
- Must possess good work habits and the ability to perform set instructions as directed.
- Ability to follow directions, work in an effective and professional manner and develop effective working relationships with co-workers, supervisor, and general public.
- Ability to use a variety of general office equipment including, but not limited to, personal computers, related software, telephones, fax machines, printers, copiers, and transcription machines, etc. Also includes Microsoft Office, GSuite Office, iCourt Portal, Odyssey and CMS.
- Ability to perform general math and reading skills as needed to perform the essential functions.
- Ability to communicate effectively, both orally and in writing.
- Ability to develop and maintain harmonious working relationships with others, both inside and outside the organization.

PHYSICAL ABILITIES & WORKING CONDITIONS

Ability to perform those physical activities necessary to complete the essential functions of the job, either with or without reasonable accommodation. Requires continual communication (hearing and talking) and standing; frequent fingering, grasping, walking, and repetitive motions. Requires good general vision and hearing.

Disclaimer: This job description is not an employment agreement or contract, and management reserves the right to modify it when necessary.

I have reviewed and agree this Job Description accurately reflects the current responsibilities of my position. I also acknowledge that it will be placed in my Personnel File.

Signature: _____ Date: _____

Please Print Name: _____