JOB DESCRIPTION
UNITED STATES PROBATION/PRETRIAL SERVICES CLERK
DISTRICT OF NEW HAMPSHIRE
ENTRY LEVEL - CL23

Introduction

This position is located in the probation or pretrial services office of the district court. The incumbent provides administrative support to the officers.

Representative Duties

Formats, types, and edits reports developed by officers, often within a short time period. Reports include presentence reports, pretrial services reports, violation reports, and preliminary interview reports for the court. Independently, or with direction, prepares petitions, orders, and papers essential to pretrial services, probation and parole supervision. Prepares other letters, memoranda, recurring reports and forms. Composes routine correspondence for officers, takes minutes of staff meetings and participates in agenda preparation. Organizes and prepares new case files for officers' use in accordance with established case management procedures. Enters supervision case file and statistical data into automated databases. Initiates statistical transactions and apprises officers. Receives and transfers case files from other districts. Conducts criminal record checks through local or national law enforcement files. Also assists officers in performing investigations for own and other districts by accessing CJIS, initiating verification forms and verifying information by phone. Prepares and maintains investigative files and enters data into case tracking system. Makes entries to chronological records in supervision case files, either from direct communication with client or from information provided by the officer. Accepts and reviews for completeness monthly reports in the absence of the officer at his/her direction. Provides list of delinquent reports to officers and transmits letters to clients concerning delinquent reports. Independently processes incoming fine and restitution payments and maintains current balances in the case file and keeps officer informed. Similarly, community service hours are logged and the officer apprised. Makes appointments and maintains calendar for officers. Arranges meetings and conference calls. Answers and screens telephone calls and visitors. Answers routine questions and refers persons to officers or to appropriate agency based on knowledge of officers' activities and program operations. Directs persons reporting from prison or from court as to officer assignment and reporting procedures. Prepares conditions of probation.

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Factor 1: Job Requirements

Knowledge and skill in use of personal computers and software applications to prepare reports and correspondence. Ability to adjust to ever changing technology. Ability to transcribe from personal dictation, recordings, or handwritten material. Good knowledge of office procedures, practices, processes, and mission. General knowledge of the criminal justice system and specific knowledge of pretrial services, probation and parole procedures, sentencing guidelines, and the supervision process. Broad knowledge of proper grammar usage and the ability to edit efficiently. Requires certification to access criminal justice information systems. Ability to organize work to meet recurring deadlines and maintain tracking systems related to cases. Ability to give and receive accurate and timely information from individuals within and outside the court.

Factor 2: Scope and Effect of Work

The impact of the incumbent's work is with the court, the Parole and Sentencing

Commission and other entities having access to file information. Maintains the official written record of case supervision and investigative activities. Reports are an important part of the criminal court process. The incumbent's work affects the timeliness and accuracy and contributes to the total office function. Officer/clerical teams result in more efficient case management which permits the officers to concentrate their time on investigative and supervision duties. Statistical data entry must be accurate to correctly reflect defendant demographics and case activity.

Factor 3: Complexity

Assembling and categorizing information for monthly reports or for entry into automated files is moderately complex. Meeting required deadlines and maintaining concentration with continuous interruption is a demanding aspect of the job. Working with a number of officers with different requirements and/or specialties adds to the complexity. In small offices or in the absence of officer staff, incumbent is called upon to intervene in case activity and to provide direction.

Factor 4: Work Parameters

Although many processes and procedures are standardized, every report is different and it is the responsibility of the incumbent to select the format to be presented. Responsibility for work quality is shared between officer and clerk. Assistance from officers and the supervisor is available. Deadlines guide priorities but the incumbent establishes the order of work.

Factor 5: Personal Interactions

Incumbent has daily contacts with personnel within the unit, other court units, law enforcement personnel, attorneys, and outside agencies to receive and transmit information. The incumbent has daily contact with offenders which may be hazardous.

Factor 6: Environmental Demands

Work is performed in an office setting. Incumbent has daily contact with persons with violent backgrounds. Often there is little or no security in sub-offices. Moderate lifting is required when assembling records for transfer to storage.