

R2011-01

**RECEPTIONIST
U.S. PROBATION OFFICE
167 N. Main, Ste. 234, Memphis, TN
Starting salary - CL22 - \$25,041**

Applications are currently being accepted for the position of Probation Receptionist. This is a full time appointment and eligible for all federal benefits. Applicant must be a high school graduate or equivalent, a U.S. citizen or eligible to work in the U.S., and have at least two years of general office experience.

DESIRABLE QUALIFICATIONS: Ability to answer and screen telephone calls, greet and assist visitors, receive, prioritize, route, and file incoming and outgoing correspondence and mail; type, proofread/edit, and prepare correspondence, reports, form letters, notices, scan/maintain files for the court unit; computer literate and Microsoft Word proficient; detail oriented with *strong organizational* skills; dependable; able to exercise mature judgment, work harmoniously with others, and adjust to changing technology.

Application/job description may be obtained by accessing the Court's Internet website at www.tnwd.uscourts.gov. Please send **letter, resume and application** to tnwpjobs@tnwd.uscourts.gov by 4:30 p.m. on Friday, July 22, 2011. Reference position number R2011-01. Only applicants selected for an interview will be notified. More than one position may be filled from this announcement.

The U.S. Probation Office is an equal employment opportunity employer.

Job Title	Probation Receptionist	CL 22
Occupational Group	Operational Court Support	

Job Summary
The Probation Receptionist will answer and screen telephone calls, greet and assist visitors, receive, prioritize, route, and file incoming and outgoing correspondence and mail; type, proofread/edit, and prepare correspondence, reports, form letters, notices, travel permits, and other documents; perform data entry functions; generate standard reports; scan, maintain, and update electronic files; complete copying and binding requests; prepare and assemble training materials and booklets; and complete other duties as assigned.

Representative Duties
Provide office support and assistance for the administrative functions of the office which may include any and/or all of the following duties and responsibilities:
<ul style="list-style-type: none"> ● Performs receptionist duties by greeting visitors/callers in person and by telephone, answering routine questions and directing visitors/callers to the appropriate person or department. Routes all duty calls to the duty officer. ● Receives, prioritizes, and routes all incoming materials from within the court to appropriate individuals in the office. Receives, screens, and routes incoming and outgoing mail to appropriate persons or offices. Processes mail requiring special handling. ● Assist probation officers in entering data and information into the office's computerized database system. ● As needed, generates standard reports as well as scanning, maintaining and updating electronic files. ● Prepares and processes forms and documents, ensuring consistency and accuracy. Prepares and updates case files at the direction of an officer and in accordance with established policies and practices. ● Completes copying and binding requests, as well as preparing and assembling training materials. ● Performs other related duties as assigned.

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Factor 1- Required Competencies (Knowledge, Skills, and Abilities)
<p>Knowledge, Skills, and Abilities</p> <ul style="list-style-type: none"> ● Knowledge of the different functions performed within and outside of the office in order to properly refer/route telephone calls, visitors and hand-delivered documents and materials. General knowledge of the criminal justice system, particularly as it relates to federal Probation. ● Knowledge of automated/Internet resources and systems available. Knowledge of legal terminology. Ability to follow safety procedures. Ability to compile information within established time frames. Ability to identify and resolve unusual problems for resolution, or referral to probation officers. Ability to organize and prioritize work. ● Ability to work under pressure of short deadlines. Ability to follow detailed instructions accurately. <p>Judgment and Ethics</p> <ul style="list-style-type: none"> ● Knowledge of and compliance with the <i>Code of conduct for Judicial Employees</i> and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment. <p>Written and Oral Communication/Interaction</p> <ul style="list-style-type: none"> ● Ability to interact and communicate effectively (orally and in writing) with people of diverse backgrounds, including law enforcement and collateral agency personnel at different governmental levels and offenders/defendants. Ability to establish rapport with contacts at collateral agencies for the purpose of collecting information regarding offenders/defendants. <p>IT and Automation</p> <ul style="list-style-type: none"> ● Skill in the use of automated equipment including word processing, spreadsheet, and database applications, and various other types of software. Ability to use computer software and database systems to perform record checks, compile criminal history information, and similar activities. Have a working knowledge of Pacts.

Factor 2- Primary Job Focus and Scope
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The primary focus of this job is to contribute to the smooth and efficient operation of the office by properly handling and referring telephone calls and visitors. The incumbent often makes the first impression on visitors and callers and sets the tone for future interactions with the probation office. Responding to competing priorities, maintaining confidentiality, and handling visitors and callers tactfully is essential.

Factor 3- Complexity and Decision Making

While most aspects of the incumbent's work are standard, handling a wide variety of people and situations can be challenging and sometimes difficult. The incumbent makes decisions based on well-defined policies, standards and procedures, and refers unusual circumstances to a more senior level staff member or supervisor.

Factor 4A- Interactions with Judiciary Contacts

The primary judiciary contacts are with peers, probation officers, supervisors, managers and judicial staff, for the purpose of providing routine information and operational support.

Factor 4B- Interactions with External Contacts

The primary external contacts are with law enforcement personnel, U.S. Attorney's Office, Federal Public Defenders's Office, defense attorneys, and offenders/defendants for the purpose of exchanging information and providing basic customer service and assistance.

Factor 5- Work Environment and Physical Demands

Work is performed in an office setting where people with violent backgrounds are often present.