

UNITED STATES PROBATION OFFICE
UNITED STATES DISTRICT COURT
WESTERN DISTRICT OF TENNESSEE



VACANCY ANNOUNCEMENT #18-03

Position Title: PROBATION RECEPTIONIST
Salary Range: CL 23 (\$33,086 – \$53,783)
Position Location: Jackson, Tennessee
Opening Date: June 25, 2018
Closing Date: July 20, 2018 @ 5pm CST

The U.S. Probation Office, Western District of Tennessee, is accepting applications for the position of Probation Receptionist at our location in Jackson, TN. The preferred candidate will have a demonstrated history of being a team player who is self-motivated and detail oriented with excellent interpersonal communications skills, problem-solving skills and a strong work ethic. Starting salary will be commensurate with work experience, education, prior/present pay history and previous federal court experience.

JOB SUMMARY:

The Probation Receptionist position contributes to the smooth and efficient operation of the office by properly handling and referring telephone calls and visitors, preparing correspondence and forms, submitting required documentation to various entities, conducting online record checks, scanning and maintaining electronic and paper files, and processing mail in and out of the office. Probation Receptionists often represent the first impression of the agency to visitors and callers and set the tone for future interactions with the office. Errors in judgment or discretion can lead to incorrect or improper information being disseminated. Responding to competing priorities, maintaining confidentiality, and handling visitors and callers tactfully is essential to providing quality service in a courteous and efficient manner.

REPRESENTATIVE DUTIES:

- Perform receptionist duties by greeting visitors/callers in person and by telephone, answering routine questions, and directing visitors/callers to the appropriate person or department.

- Inform offenders/defendants reporting for supervision or investigation on procedures for completing appropriate forms and authorizations. Advise offenders/defendants reporting for the first time regarding officer assignment and basic initial procedures.
- May prepare or edit petitions, orders, letters, memoranda, appointment notices, and other correspondence, including typing, keyboarding, formatting, proofreading, and generating documents from templates and notes. May edit presentence reports produced by officers. Enter chronological entries in offender electronic database as needed.
- Enter investigative, supervision and other statistical data in database.
- Create new investigative files at the direction of probation officers and maintain files up-to-date and in accordance with established office policies and procedures.
- As the office goes to a paperless environment, scan documents and upload to proper location within appropriate database.
- Electronically submit appropriate documents to the Bureau of Prisons and Sentencing Commission, at the direction of probation officers.
- May assist with conducting online criminal record checks through local or national law enforcement systems.
- Perform other related duties as required.

REQUIRED COMPETENCIES

Probation and Law Enforcement: The Probation Receptionist will be exposed to a variety of confidential documents and sources of information. An ability to maintain absolute discretion with confidential documents and information is essential. The incumbent must have skill in properly referring/routing telephone calls, visitors, and hand-delivered documents/materials; skill in filing and knowledge of filing requirements; skill in spelling, grammar, and proofreading. The incumbent must have the ability to follow detailed instructions and multitask; skill in organizing their own work; and ability to apply policies, procedures, practices, and guidelines.

Judgment and Ethics: Knowledge of and compliance with the *Code of Conduct for Judicial Employees* and court confidentiality requirements. The incumbent must demonstrate the ability to consistently demonstrate sound ethics and judgment.

Written and Oral Communication/Interaction: Ability to interact and communicate effectively (orally and in writing) with individuals of diverse backgrounds, including law enforcement personnel, court personnel, attorneys, offenders/defendants, and the general public, to provide customer service and information while complying with regulations, rules, and procedures.

Information Technology: Knowledge of software and keyboarding for word processing, data entry, email, scanning and file uploading. Skill in using a multi-line telephone efficiently and in a timely manner. Skill in using standard office equipment (telephones, copiers, fax machines, scanners, etc.). Skill in keyboarding, typing, and data entry. Ability to learn and use a variety of automated databases/ systems.

QUALIFICATION REQUIREMENTS

- High school graduation or equivalent and two years general experience.
- General Experience is defined as progressively responsible clerical, office, or other work that indicates the possession of, or the ability to acquire, the particular knowledge and skills needed to perform the duties of the position.
- Education above the high school level may be substituted for required general experience on the basis of one academic year (30 semester or 45 quarter hours) equals one year of general experience.

PREFERRED QUALIFICATIONS

- An associate's degree from an accredited college or university.
- Two or more years' experience working in a court or legal environment.

MISCELLANEOUS

Conditions of Employment

Applicants must be U.S. citizens or eligible to work in the U.S. A background investigation with law enforcement agencies, including fingerprint and criminal record checks will be conducted. Any applicant selected for a position will be hired provisionally pending successful completion of the investigation. This position is subject to mandatory electronic fund transfer (direct deposit) for salary payment.

Judiciary employees serve under excepted appointments. They are considered "at will" employees and can be terminated with or without cause by the appointing official. The U.S. Courts require employees to adhere to a Code of Conduct that is available to applicants for review at: [Code of Conduct for Judicial Employees | United States Courts](#)

Employee Benefits

Employees of the United States Probation Office are eligible for, but not limited to, the following employment benefits: • Accrual of paid vacation and sick leave days, and paid holidays • Participation in pre-tax benefit programs (health, dental, and vision insurance programs; flexible spending accounts; commuter reimbursement benefit) • Group life insurance and long term care insurance • Participation in the Federal Employees Retirement System (FERS) • Traditional (pre-tax) and Roth (after-tax) retirement savings and investment plan through the Thrift Savings Plan (TSP) with employer matching contributions • Extensive on-line training options •

Information for Applicants

Applicants selected for interviews must travel at their own expense. A general skills assessment will be administered. The Probation Office reserves the right to modify the conditions of this job announcement or to withdraw the job announcement, or to fill the position sooner than the closing date without prior written notice. This posting may be used to fill additional positions for up to one year after the closing date. The Probation Office will only communicate with those qualified applicants who are selected for an interview. **No phone calls please.**

HOW TO APPLY

Application packets must be submitted by email to: tnwpjobs@tnwd.uscourts.gov. Reference Position # 18-03 in the subject line of the email. The application packet must include: (1) a cover letter indicating why you are interested in this position and what best qualifies you, (2) a current resume, (3) name and contact information for at least two professional references, and (4) a completed form AO78 (Application for Employment), available at: [Application for Judicial Branch Federal Employment | United States Courts](#)

It is preferred the application packet be submitted as a single PDF document. All requested documentation must be provided in order to be considered for this position.

The United States District Court is an Equal Opportunity Employer.