



CAREER OPPORTUNITY

UNITED STATES PROBATION OFFICE Eastern District of Oklahoma

POSITION	POSITION OVERVIEW& REPRESENTIVE DUTIES
Probation Receptionist	<p>The United States Probation Office, Eastern District of Oklahoma, is accepting applications for a Probation Receptionist.</p> <p>The primary focus of the job is to contribute to the smooth and efficient operation of the office by properly handling and referring telephone calls and visitors, preparing correspondence and forms, and assisting with conducting record checks. 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.</p> <p><u>Representative Duties:</u></p> <ul style="list-style-type: none">• 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. Route all duty calls to duty officers and maintain a tally of calls per duty officer.• 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.• Prepare petitions, orders, letters, memoranda, appointment notices, and other correspondence, including typing, keyboarding, formatting, proofreading, and generating documents from templates, notes, and dictation. Type and edit presentence reports developed by officers. Record chronological entries.• Gather case statistics and provide information to data quality analysts, per office policy.• 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.• Electronically submit appropriate documents to the Bureau of Prisons and Sentencing Commission, at the direction of probation officers.• Assist with conducting online criminal record checks through local or national law enforcement systems.
LOCATION	
Muskogee, OK	
SALARY/TARGET	
CL-23 (\$33,086 - \$53,783)	
OPENING DATE	
April 1, 2019	
CLOSING DATE	
Open until filled, preference given to applications received prior to April 22, 2019	
ANNOUNCEMENT	
No. 19-3	

QUALIFICATIONS

Required Education & Experience:

Applicants must be U.S. citizens or eligible to work in the United States. Applicants must be a high school graduate or equivalent and two years of general experience.

PREFERRED SKILLS & EXPERIENCE

- 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. Ability to file, extract, and re-file documents accurately and appropriately. Ability to follow detailed instructions and multitask. Skill in organizing own work. Ability to apply probation policies, procedures, practices, and guidelines. Ability to learn the practices and procedures used in probation as applicable to the position.
- 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.
- Knowledge of software and keyboarding for word processing, data entry, email, computers, and report generation. 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 how to use automated/internet systems for conducting criminal records checks.

HOW TO APPLY

Candidates wishing to apply for this position must submit:

1. Letter of application that describes their interest in pursuing this position and how their experience relates to the stated duties, responsibilities and preferred skills and abilities of this position;
2. Resume with references (with phone numbers)

The envelope containing these documents should be marked * **Confidential** * and addressed to:

Teresa Maddocks
Administrative Specialist
United States Courthouse
P. O. Box 1645
Muskogee, OK 74402-1645

The Court is not authorized to reimburse candidates for travel in connection with an interview or to pay relocation expenses to the successful candidate. Applicants must be citizens of the United States or be eligible to work in the United States.

This position is subject to mandatory electronic direct deposit of salary payment.

The Probation Office provides reasonable accommodations to applicants with disabilities.

Only applicants who are interviewed in person will receive a written response regarding their application.

The United States Courts is an Equal Employment Opportunity employer.

The U.S. Probation Office reserves the right to modify the conditions of this job announcement or to withdrawal the announcement without written notice to the applicants. If a subsequent vacancy of the same position becomes available within a reasonable time of the original announcement, the U.S. Probation Office may elect to select a candidate from the original qualified applicant pool.