

SNOHOMISH COUNTY JOB DESCRIPTION

PROGRAM SERVICES ASSISTANT

Spec. No. 4081

BASIC FUNCTION

To perform a variety of complex support duties related to detention alternative programs within Juvenile Court Support Services.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Assembles files for new residents; maintains and updates residents' records and preserves their confidentiality according to requirements of law and departmental policy; verifies and reconciles inconsistent information; restructures files when residents are released from confinement.
2. Screens court ordered paperwork and initiates appropriate processing which includes, but is not limited to scheduling of court ordered detention alternatives such as electronic monitoring, warden voice verification, and day and evening reporting programs. Contact with youth and their families to explain the policies and procedures of the various detention alternative programs. May be required to screen youth currently in secured detention.
3. Receives incoming telephone calls and answers program questions. Researches and provides information and/or records location changes of residents in the established database.
4. Types resident violation notices and routes to court, client prosecutor and attorney.
5. Gathers information and types monthly statistical reports for detention alternative programs to provide support for continued funding. Responsible for tracking data for accuracy and modifies information as necessary with regards to a youth's failing or completing of the assigned program.
6. Uses a word processor to prepare correspondence for the general public, judges, attorneys and other professionals. Prepares statistical reports for Detention Alternative Programs.
7. Schedules entry date for various detention alternative programs referred by the court and arranges transportation for juveniles to the various alternative programs.
8. Enters information pertinent to the management of programs in the database.

STATEMENT OF OTHER JOB DUTIES

9. May greet public, professionals and residents at the front desk and determines need.
10. Performs related office support duties and assists in other areas as required.

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MINIMUM QUALIFICATIONS

One (1) year of office support experience; OR, any equivalent combination of training and/or experience that provides the required knowledge and abilities. Familiarity with the Criminal Justice System is preferred. Must pass job related tests.

SPECIAL REQUIREMENT

Candidate for employment must successfully pass a criminal history background check.

KNOWLEDGE AND ABILITIES

Knowledge of:

- standard office practices and procedures, including computerized data entry;
- the rules of grammar spelling, punctuation and word usage;
- computer programs.

Ability to:

- communicate effectively with people of all ages and from a variety of cultural, economic and ethnic backgrounds;
- obtain information from clients in the face of hostility and dispute;
- establish and maintain effective working relationships with criminal justice officials and staff, other county employees and the general public;
- meet deadlines and cope with interruptions;
- learn and be able to clearly explain established detention alternative programs, policies, procedures and practices of Detention Services;
- exercise good judgment under stressful circumstances;
- operate standard office equipment including computer, telephone, electric monitoring devices and voice recognition telecommunication systems;
- maintain accurate records and prepare required reports.

SUPERVISION

Employees receive general supervision from a supervisor or administrative superior as assigned. Assignments are made indicating generally what is to be done, the quantity of work expected and any deadlines to be meet. Employees carry out recurring assignments on their own initiative and receive additional, specific instructions for new or unusual assignments.

WORKING CONDITIONS

The work may be performed in a minimum/maximum security detention facility for juveniles.

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Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: May 2000

Revised: January 2006

EEO Category: 6 – Administrative Support

Pay Grade: 307 – Clerical Pay Plan

Workers Comp: 5306 Non-Hazardous