

# **SNOHOMISH COUNTY JOB DESCRIPTION**

## **PROGRAMS ASSISTANT**

Spec No. 6158

### **BASIC FUNCTION**

To perform a variety of complex office duties related to prisoner medical, counseling services, programs support and administrative support for the Snohomish County Jail.

### **STATEMENT OF ESSENTIAL JOB DUTIES**

1. Assists the general public on the phone by answering questions, taking complaints, explaining services, policies, procedures and schedules.
2. Gathers, enters and updates information concerning prisoners, volunteers and agency personnel into computerized and manual information systems.
3. Conducts records checks on volunteer applicants using state and national computer systems to determine eligibility for security clearance.
4. Screens paper work concerning prisoners received from medical, social service and other agencies and initiates appropriate processing.
5. Assembles files for new prisoner/patients; maintains and updates prisoner records and preserves their confidentiality according to requirements of law and departmental policy; verifies and reconciles inconsistent information; restructures files when prisoners are released.
6. Schedules and coordinates medical appointments, educational programs, prisoner haircuts and other services as directed; notifies appropriate staff of scheduled actions.
7. Prepares and types notices, reports, form letters, forms, service invoices, cards, documents and correspondence.
8. Supervises inmate workers assigned to program areas to clean and maintain prisoner library.

### **STATEMENT OF OTHER JOB DUTIES**

9. Collects request for legal materials from prisoners and obtain requested information from County Law Library.
10. Supervises interns and work experience program participants assigned to program areas.
11. Escorts volunteers, agency personnel and other visitors from reception area to destinations within maximum-security areas.
12. May provide notary service to prisoners and their visitors.
13. Performs related clerical duties and assists in other areas as required.

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### STATEMENT OF ESSENTIAL JOB DUTIES (continued)

#### WHEN ASSIGNED TO ADMINISTRATIVE SUPPORT:

1. Provides telephone coverage and greets visitors with emphasis on customer service; researches and provides information; routes to appropriate person; coverage may be for the primary outside line, administration, programs, records, or cashier.
2. Provides administrative and departmental support with copying, typing, filing of records, correspondence, and other Corrections documentation.
3. Reviews arrest records and court updates to determine bail amounts; checks state and national computer systems for outstanding warrants, other holds and prisoner information; calculates pay or serve commitments, updates records information in the computer, initiates prisoner releases, processes victim notification orders, authorizes releases, calls courts, attorneys and others and uses available information to insure accuracy; notifies appropriate staff of scheduled actions; assembles release paperwork, reviews inmates records for compliance.
4. Assists with accounting duties including preparation of daily cash, bond, work release, payroll, and transmittal information, updates and adjusts inmates commissary account, reconciles accounts, ordering, payment of invoices, travel, and performs other administrative accounting related duties.
5. Provides mail services for Corrections when needed, including pick up of inmate mail, processing mail, adjusting inmate accounts and recording indigent mail, and delivery to the county mail room.
6. Responsible for assisting Budget Analyst with processing of jail fees and board bills; assembles inmate information, verifies accuracy when required, calculates bills, and prepares invoices; maintains and files all necessary documentation.
7. Provides vacation and sick leave backup and relief for all administrative staff and programs as assigned including director's secretary, records, accounting, and cashiers.
8. Gathers information, researches, checks data, prepares reports, billings, and payments; maintains documentation, and provides administrative assistance on special projects.
9. Responsible for assisting staff with travel arrangements, makes reservations, issues and verifies paperwork, checks for appropriate approvals, verifies documentation and accuracy of expense reports, and works with accounting staff to insure prompt travel service for corrections staff.

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### MINIMUM QUALIFICATIONS

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

### SPECIAL REQUIREMENTS

Candidates for employment must successfully pass a criminal history background investigation, a polygraph and psychological examination. Candidates must be at least 21 years old at the time of application.

### KNOWLEDGE AND ABILITIES

Knowledge of:

- standard office practices and procedures;
- the rules of grammar, spelling, punctuation and word usage;
- basic arithmetic.

Ability to:

- communicate effectively with people of all ages and from a variety of cultural, economic and ethnic backgrounds;
- obtain information from prisoners in the face of hostility and dispute;
- establish and maintain effective working relationships with criminal justice system officials and staff, other county employees and the general public;
- keyboard accurately;
- maintain records and prepare related forms, applications, documents, statements and reports;
- learn and retain complex procedures, laws and regulations;
- work with minimum supervision;
- follow oral and written instructions;
- read, interpret and categorize data rapidly and accurately;
- operate standard office equipment including telephones, computers, typewriters, and calculators;
- make complex arithmetic calculations;
- learn and use specialized jail management computer system;
- perform assigned duties correctly and accurately with attention to detail;
- maintain records and prepare required reports.

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### SUPERVISION

Employees receive general supervision from a Supervisor or an administrative superior as assigned. Assignments are made indicating generally what is to be done, the quantity of work expected and any deadlines, which are to be met. The employee carries out recurring assignments on his/her own initiative and receives additional, specific instructions for new or unusual assignments. Work may be spot-checked to insure timely completion and accuracy.

### WORKING CONDITIONS

The work is performed in a maximum-security detention facility.

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: 1989  
Previous Spec No. 710706  
Revised September 1999  
EEO Category: 6 – Administrative Support  
Pay Grade: 306 – Clerical Pay Plan  
Workers Comp: 5306 Non-Hazardous