

**UNITED STATES PROBATION OFFICE
SOUTHERN DISTRICT OF WEST VIRGINIA**

EMPLOYMENT OPPORTUNITY

Position:	Probation Services Technician	Announcement #: 24-PO-06
Appointment Type:	Full-time; Temporary with the opportunity to become a “Regular” appointment	
Duty station:	Beckley and Charleston, WV (<i>part-time telework available after training period</i>)	
Starting Salary:	CL 24 (\$43,414 - \$70,610 per year) <i>Starting CL/salary is based on education, experience, and qualifications. Most salaries start near the beginning of the pay range.</i>	
Promotion Potential:	Up to CL 25 (\$47,966 - \$77,966) without further competition	
Opening Date:	August 30, 2024	
Closing Date:	Open until filled. Applications received by September 16, 2024 receive first consideration.	
Open To:	All qualified applicants	

JOB SUMMARY

The Probation Services Technician provides specialized technical, administrative, and clerical support to probation officers and officer assistants in a wide range of areas, including assisting with conducting investigations, compiling criminal histories, coordinating with collateral agencies, creating and maintaining case files, and performing other similar duties, as assigned.

REPRESENTATIVE DUTIES

- Conduct case file reviews and advise officers and officer assistants of matters needing their attention. Make chronological entries in case records. Conduct records research and retrieval via telephone or mail to obtain required documentation. Set up new case records and perform various file management tasks, including scanning and uploading documents.
- Assist officers in responding to collateral requests for information. Assemble and process information to the U.S. Sentencing Commission and Federal Bureau of Prisons. Keep various logs and records up to date.
- Interact with and send information and documents to treatment providers.
- Format, type, edit, and finalize reports and correspondence from rough drafts using word processing equipment. This may include, but is not limited to, documents such as presentence investigation reports, supervision case plans and reviews, and memoranda or reports to the court.
- Complete various standard forms for submission to the court and legal counsel using information provided by officers, including petitions, orders to the court, and similar documents.
- Operate the local/state law enforcement information retrieval system and Criminal Justice Information System (CJIS) terminals to obtain criminal history information and route the information to appropriate recipients. Obtain fingerprint and credit checks, verifications of employment and education, and send FBI flash notices.
- Open, close, and update information into computerized records, including the Probation Automated Case Tracking Systems (PACTS), with a focus on data entry and data quality. Research information

from case records and enter into system as appropriate. Screen forms completed by officers and officer assistants and request corrections as needed. Retrieve information from databases and generate periodic reports.

- Participate in problem solving at staff meetings with other support staff, officers, and officer assistants. Make constructive suggestions for improvement in work processes to better achieve goals and objectives. Periodically act as administrative and clerical facilitator to distribute/redistribute work and optimize office support operations, as required.
- Provide general clerical office support by performing any or all of the following tasks: Answer telephones and take messages; greet visitors/callers in person and by telephone; answer routine questions; direct visitors/callers to the appropriate person or department; copy and distribute documents; send and receive faxes and electronic mail messages; receive and distribute mail; attend meetings and take minutes; order and store office supplies; assist officers and officer assistants with word processing or other computer matters.
- Inform offenders/defendants reporting for supervision or investigation on procedures for completing appropriate forms and authorizations.
- Perform other duties as assigned.

QUALIFICATIONS

To qualify at CL-24, an applicant must have *one year of specialized experience* equivalent to work at CL-23. *Specialized experience* includes progressively responsible experience requiring the regular and recurring application of procedures that demonstrate the ability to apply a body of rules, regulations, directives, or laws, and involve the routine use of specialized terminology and automated software for word processing, data entry or report generation. Such experience is commonly encountered in law firms, legal counsel offices, banks, and/or social service organizations. Education may not be substituted for specialized experience.

Applicants must have excellent computer knowledge, with experience in the Windows operating environment and Microsoft Office software, with the ability to operate multi-line phone system. Excellent oral and written communication ability with a diverse range of individuals is required. Applicants must be detail oriented, with strong organizational skills.

COURT PREFERRED QUALIFICATIONS

At least two years of specialized experience in a related field, and a bachelor's degree in a field of academic study, such as criminal justice, criminology, psychology, sociology, human relations, business or public administration is preferred. General knowledge of the criminal justice system, knowledge of the practices and procedures used in probation/pretrial services, and relationships among the U.S. Courts, U.S. Parole Commission, Federal Bureau of Prisons, U.S. Attorney's Office, Federal Defenders Office, and other organizations is a plus.

INFORMATION FOR APPLICANTS

The United States Probation Office is part of the Judicial Branch of the United States government. A paid employee of the United States federal government must be a U.S. citizen or eligible to work in the United States (see full citizenship requirements [here](#).) Judiciary employees serve under excepted appointments (not civil service) and are "at-will" employees. This position is subject to mandatory electronic funds transfer (direct deposit) for payment of net pay. Employees are required to adhere to a Code of Conduct for Judiciary Employees, which is available to applicants to review upon request. Selected candidate is subject to a background check, including FBI fingerprint check with a favorable suitability determination. Work is performed in an office setting and persons with violent backgrounds may be present at times.

EMPLOYEE BENEFITS

Positions are covered by the Court Personnel System and entitled to the following benefits:

- Paid annual leave in the amount of 13 accrued days for the first three years, 20 days after three years, and 26 days after fifteen years
- Paid sick leave in the amount of 13 accrued days annually
- 11 paid holidays per year
- Mandatory participation in the Federal Employees' Retirement System and Social Security
- Thrift Savings Plan (optional retirement savings plan with immediate employer matching)
- Federal Employees Health Benefits Program
- Federal Employees Vision and Dental Insurance Program
- Federal Employees Group Life Insurance Program
- Flexible Benefit Program (pre-tax contributions for health care and dependent care expenses)
- Periodic salary increases
- Learning and Development Tuition Assistance
- Public Service Loan Forgiveness ([PSLF](#))
- Onsite physical fitness facility

APPLICATION PROCESS

Qualified applicants should submit the following documents in **one PDF document**:

- Cover letter,
- Current résumé,
- Completed Form [AO-78 Application for Judicial Branch Employment](#) (Completion of Optional Background Information section, #19-21 **is required**).

Application packets should be submitted via email to Human_Resources@wvsc.uscourts.gov, referencing **Vacancy #24-PO-06** in the subject line. To receive first consideration application materials must be received by **September 16, 2024**. Only applicants selected for interview will be contacted. Applicants selected for interviews must travel at their own expense, and relocation expenses will not be reimbursed.

The United States Probation Office is an equal opportunity employer and values diversity, equity, and inclusivity in the workplace.

<p>The U. S. Probation Office reserves the right to modify the conditions of this job announcement or withdraw the job announcement, either of which may occur without prior written notice.</p>
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