



Delaware County

This document is used to provide a basic description of essential duties and other work elements

Job Title: Support Staff	
Department: Probation	Position Fund Account No.:
Division: Adult	Job Category: COMOT
Work Schedule: 8:30 a.m. - 4:00 p.m., M-F	Job Grade:
Reports to: Supervisor Probation Officer	Status: Part-time
FLSA Status: Non-exempt (OT eligible)	Effective Date: Re-evaluation Date: December 2023

To perform this position successfully, an individual must be able to perform each essential function of the position satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Delaware County provides reasonable accommodations to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job unless the accommodation would present an undue hardship.

Incumbent serves as Support Staff for the Probation Department of Delaware County, responsible for providing administrative support to ensure efficient operation of the Department.

DUTIES:

Performs general support duties, including answering phones, greeting visitors, managing incoming and outgoing mail, filing, copying, and faxing.

Maintains and organizes Departmental files, records, and databases, ensuring accuracy, confidentiality, and compliance with applicable laws and regulations.

Assists Probation Officers with preparation and distribution of court documents, correspondence, reports, and other documents, ensuring timely submission and proper formatting.

Maintains inventory of office supplies and equipment, initiating orders or service requests as needed.

Maintains professional and welcoming office environment, providing excellent customer service to clients, colleagues, and other stakeholders.

Performs related duties as assigned.

I. JOB REQUIREMENTS:

High school diploma or HSE.

Ability to meet all hiring and retention requirements, including passage of a drug test.

Working knowledge of goals, objectives, tasks, and activities of the Department, and ability to accomplish tasks and activities with accuracy and completeness and meet formal deadlines.

Working knowledge and experience with standard office procedures and computer software and systems used by the Department, including word processing, spreadsheets, and email, with ability to apply such knowledge to a variety of interrelated processes, tasks, and operations.

Working knowledge of standard filing systems and ability to create and maintain accurate and organized files and records.

Working knowledge of standard English grammar, spelling and punctuation, and ability to prepare documents and correspondence, and complete detailed reports.

Ability to properly operate standard office equipment, including computer, fax machine, telephone, printer, copier, scanner, and calculator.

Ability to file, post, and mail materials.

Ability to effectively communicate orally and in writing with co-workers, other County departments, court staff, Treasurer's Office, Auditor's Office, ICOTS, NCIC, INCite, ALLPAID, law enforcement agencies, Delaware County Community Corrections, Indiana Department of Corrections, stakeholders, and the public, including being sensitive to professional ethics, gender, cultural diversities, and disabilities.

Ability to provide public access to, or maintain confidentiality of, Department information and records according to state requirements.

Shall comply with employer and Department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to understand, memorize, retain, and carry out written and oral instructions and present findings in oral or written form.

Ability to count, compute, and perform arithmetic operations.

Ability to apply knowledge of people and locations.

Ability to compare or observe similarities and differences between data, people, or things.

Ability to compile, collate, or classify data.

Ability to analyze, evaluate, observe, diagnose, investigate, coordinate, place, make determinations, and act based on data analysis.

Ability to work with others in a team environment and on several tasks at the same time.

Ability to competently serve the public with diplomacy and respect, including occasional encounters with violent/irate persons.

II. RESPONSIBILITY:

Incumbent performs duties according to a flexible, customary routine, with priorities primarily determined by service needs of the public. Assignments are guided by broad policies and general objectives. Incumbent establishes procedures and performance standards and interprets policies, referring to supervisor when interpretations of Departmental policies, programs, and expenditures are thought necessary. Periodically, decisions are made in the absence of specific policies and or guidance from supervisor. Errors in work are primarily detected or prevented through standard bookkeeping checks and notification from other departments, agencies, and the public. Undetected errors could result in loss of money to the Department.

III. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with co-workers, other County departments, court staff, Treasurer's Office, Auditor's Office, ICOTS, NCIC, INcite, ALLPAID, law enforcement agencies, Delaware County Community Corrections, Indiana Department of Corrections, stakeholders, and the public, for the purposes of giving and receiving information and interpreting and explaining policies and procedures.

Incumbent reports directly to Supervisor Probation Officer.

IV. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in a standard office, involving sitting/walking at will, sitting for long periods, lifting/carrying objects weighing up to 25 pounds, keyboarding, bending, reaching, close/far vision, depth perception, speaking clearly, and hearing sounds/communication. Incumbent may be exposed to violent or irate individuals and need to respond to situations involving potential physical harm to self and others.

APPLICANT/EMPLOYEE ACKNOWLEDGEMENT

The job description for the position of Support Staff for the Probation Department of Delaware County describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?
Yes_____ No_____

Approved by Human Resources Director: _____Date_____

Supervisor Signature Date

Reviewed with Employee Date

Employee's Signature (Printed Name) Date

Signed copy to : Human Resources(Original)
Supervisor