



<b>Job Title</b>	<b>Probation Technician</b>	<b>FLSA Status</b>	<b>Non-Exempt</b>
<b>Band</b>	<b>PAR</b>	<b>Probationary Period</b>	<b>12 Months</b>
<b>Zone</b>	<b>2</b>	<b>Job Code</b>	<b>12099</b>

**Class Specification – Probation Technician**

<b>Summary Statement:</b>	
<p>The purpose of this position is to perform a variety of paraprofessional duties related to the operation of the Probation Department and support of the court. This is accomplished by performing duties requiring specialized knowledge in case management support of court cases using probation methods and processes; provides prompt customer service through personal interactions, electronic communication, and telephone support; responsible for interpreting and carrying out judges’ orders; gathers information and documents; makes recommendations to the court based on findings; provides testimony in court, creates payment plans, and determines eligibility for services or waiver of fees; and files petitions to revoke and requests for warrants. Job responsibilities are carried out according to established court policies and procedures, city ordinances, state statutes, and within established guidelines of the Colorado Municipal Court Rules of Procedure and Colorado Criminal Rules of Procedure.</p>	
<b>Essential Functions</b>	Note: Regular and predictable attendance is an essential function in the performance of this job.
<b>Time %</b> (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
45%	Maintains unsupervised or informal caseload; interprets and explains provisions of the law including rules, court orders, ordinances, and statutes; carries out directives of the judge within established parameters; explains conditions and processes with defendant. Interviews clients to assess and develop appropriate case plan promoting compliance with judge’s orders; researches client and case data using varied information systems; obtains necessary information and documents; determines eligibility and assigns appropriate agency according to court orders and defendant’s needs; reviews documentation with the defendant; advises defendant of consequences for failure to comply. Creates and maintains physical and electronic case files; monitors compliance to complete remedial classes, programs, or conditions; maintains contact with clients to determine status of court orders; determines successful completion and updates file; if non-compliant, files petition to revoke and provides recommendations to the court; prepares memorandum and case file before return to court. Communicates with outside agencies, court staff, attorneys, interpreters, and judges; provides testimony in the courtroom; assists law enforcement in locating and contacting wanted persons; ensures security of confidential files; and files requests for warrant as necessary.



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40%	Investigates client's financial status in regard to eligibility for waiver of costs, jury deposit fees, court-appointed counsel, or public service in lieu of fines and costs to determine appropriate payment plan; reviews financial affidavit and application for court-appointed attorney forms; researches and summarizes public and confidential information; researches client and case data using varied information systems; reviews and requests additional financial documentation based on client's circumstances to substantiate client's status; verifies and authenticates documents; determines appropriate course of action; provides referral information; assesses fees according to established guidelines and court policies; creates payment plans; files recommendations to the court based on finding; provides necessary information to pertinent parties; and maintains complete and accurate case files.
10%	Responsible for confirming, providing, and scheduling interpreter appearances for court sessions; monitors daily entries and coordinates interpreter appearances; and communicates any billing issues with management.
5%	Interviews clients; reviews court orders; verifies information and updates case management system; schedules the interview date and updates investigator's calendar; prints and reviews all documents; obtains pertinent criminal and traffic history, summons, affidavit, and case reports; creates files for investigator; and communicates information to the investigator.

<b>Competencies Required:</b>
Human Collaboration Skills: Decisions regarding interpretation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.
Reading: Advanced- Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.
Math: Intermediate- Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.



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**Technical Skills Required:**

Skilled in a Technical Field: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.

**Relevant Background and Formal Education:** Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

**Education:** Equivalent to the completion of the twelfth grade (high school diploma or GED) supplemented by specialized legal or secretarial training or college level coursework in the legal or a related field.

**Experience:** Three years of full-time clerical support experience including the preparation of legal documents, provision of customer service, and criminal justice or legal system experience.

**Certifications and Licenses:** Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.

**Supervision Exercised:** Requires the occasional direction of volunteers, helpers, assistants, seasonal employees, interns, or temporary employees.

**Supervision Received:** Receives General Direction: The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.

**Fiscal Responsibility:** This job title has no budgetary responsibility.

**Physical Demands:** Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.



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<b>Environmental Conditions</b>	<b>Frequency</b>
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Several Times per Month
Noise and Vibrations	Never
Physical Hazards	Several Times per Month
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Frequently

**Machines, Tools, Equipment, and Work Aids:** Computer, printer, copier, telephone, and standard office equipment.

**Specialized Computer Equipment and Software:** Microsoft Office, court case management software, outside agency criminal justice databases.

*The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.*

Original date: November 2014