



U.S. Probation Office  
Eastern District of California  
501 I Street Suite 2500  
Sacramento, CA 95814-7302  
(916) 930-4300

Fresno:

(FN Pay Table) Fresno-Madera-  
Hanford, CA

CL-23: \$39,323 - \$63,924 per annum

(The salary at time of appointment will be set in accordance with the Court Personnel System. Lateral transfers will be considered for probation receptionists currently employed in other districts. A lateral transfer is considered a receptionist's current Classification Level (up to CL-23) and Step from their current pay table to the Fresno Pay Table. The agency is unable to match locality pay.)

## U.S. PROBATION OFFICE EASTERN DISTRICT OF CALIFORNIA

Vacancy Announcement: 24-05

### Probation Receptionist

**LOCATION:** Fresno

**REPORTS TO:**

**STATUS:** Full-Time Permanent

To Be Determined

**POSTED:** 4/19/2024

**CLASSIFICATION:** CL-23

**CLOSING DATE:** 4/29/2024

**HOURS:** Mon-Fri/8:00 AM – 4:30 PM

**Candidates appointed at CL-23 will have a potential promotional opportunity to CL-24 Probation Support Technician and CL-25 Probation Services Assistant without further competition (based upon performance, accretion of duties, and budgetary funding.)**

The U. S. Probation Office for the Eastern District of California has an immediate opening for one full-time receptionist position in Fresno.

Candidates will find the U.S. Probation Office in the Eastern District of California is a great place to launch or continue a career with the federal court system. We offer a stable, positive and professional work environment, a competitive salary range and full federal benefits. Our agency is currently comprised of 80 staff members and our district headquarters is located in Sacramento with a divisional office located in Fresno. There are currently field offices in Roseville, Elk Grove, Redding, Modesto, Visalia, and Bakersfield.

Geographically, the Eastern District of California includes 34 counties in the central valley from the Oregon border to Bakersfield.

**Job Summary:** The Probation Receptionist provides office reception in accordance with internal policies and procedures and provides administrative support to probation officers in a wide range of areas, including preparing form documents and correspondence, conducting online record checks, and creating and maintaining case files.

**Representative Duties:** The incumbent performs the following duties for the U.S. Probation Office.

Representative duties include, but are not limited to, the following:

- Perform receptionist duties by greeting visitors/callers in person and by telephone, answering routine questions, and directing visitors/callers to the appropriate person or department. Route all duty calls to duty officers and maintain a tally of calls per duty officer.

- Inform offenders/defendants reporting for supervision or investigation on procedures for completing appropriate forms and authorizations. Advise offenders/defendants reporting for the first time regarding officer assignment and basic initial procedures.
- Receives scans and uploads incoming documents into client electronic case file and automated case management database.
- Distributes incoming mail to appropriate staff or offices. Collects and delivers mail/documents to other agencies in close proximity to the office. Utilizes and maintains mail meter machine and processes outgoing mail.
- Prepare petitions, orders, letters, memoranda, appointment notices, and other correspondence, including typing, keyboarding, formatting, proofreading, and generating documents from templates, notes, and dictation. Type and edit presentence reports developed by officers. Record chronological entries.
- Gather case statistics and provide information to data quality analysts, per office policy.
- Create new investigative files at the direction of probation officers and maintain files up-to-date and in accordance with established office policies and procedures.
- Electronically submit appropriate documents to the Bureau of Prisons and Sentencing Commission, at the direction of probation officers.
- Assist with conducting online criminal record checks through local or national law enforcement systems.
- Perform other related duties as required.

**Qualifications:** The minimum qualification requirements for this position are:

- high school graduate or equivalent, and
- two years of general experience

General experience is progressively responsible clerical, office, or other work that indicates the possession of, or the ability to acquire, the particular knowledge and skills needed to perform the duties of the position. Education above the high school level may be substituted for required general experience on the basis of one academic year (30 semester or 45 quarter hours) equals one year of general experience.

**Court-Preferred Skills:** A Probation Receptionist must possess the ability to communicate effectively with a wide variety of people of diverse backgrounds; ability to work in a diverse office environment with frequent interruptions; ability to maintain a professional and approachable disposition; possess the ability and demonstrate the willingness to increase knowledge and skills; possess the ability and desire to function effectively and harmoniously in the office environment; possess demonstrated and sustained exceptional work performance. The following is a desirable skill for a Probation Receptionist; however, is not required: Bilingual (English/Spanish).

**Required Clearances:** A criminal background investigation (requiring the applicant to be fingerprinted) will be conducted on the person selected for hire.

**Citizenship:** Applicant must be a U.S. citizen or a lawful permanent resident that is eligible to work in the U.S. and is either currently seeking U.S. citizenship or intends to become a U.S. citizen when eligible. To review citizenship requirements for employment in the Judiciary, please visit <https://www.uscourts.gov>.

**Employee Benefits:** United States Probation Office employees are Judicial Branch employees and are not covered by Office of Personnel Management (OPM) regulations. They are, however, entitled to the same benefits as other Federal employees. Some of these benefits are:

- Up to 13 days paid vacation per year for the first three years of employment; up to 20 days per year until the 15th year of service; thereafter, 26 days per year. Sick leave earned at four hours per pay period (13 days per year).
- Participation in the Federal Employees Retirement System and in a tax-deferred and/or Roth Thrift Savings Plan (TSP)--similar to a 401K plan (with up to 5% match).

- Voluntary participation in Federal health insurance, dental, and vision programs.
- Voluntary participation in the Federal Employees' Group Life Insurance Program.
- Up to 11 paid holidays per year.
- Optional enrollment in the Federal Long Term Care Insurance Program (FLTCIP), Federal Judiciary employees' Flexible Spending Accounts (FSAs) and commuter benefits programs.
- Time-in-service with other Federal agencies and prior military service will be taken into consideration in computing employee benefits.

**Application Process:** To apply for the Probation Receptionist position, qualified candidates are required to submit the following **in one pdf document in the following order:**

- a cover letter\* addressed to Chief U. S. Probation Officer Mindy McQuivey, U.S. Probation Office, 501 I Street, Suite 2500, Sacramento, California 95814 (see instructions below)
- a current detailed resume (including training that you have completed and certifications obtained)
- AO-78, Federal Judicial Branch Application for Employment (Revised 3/2024) (download from <https://www.caep.uscourts.gov> or <https://www.uscourts.gov>)
- title the pdf document as follows: Last Name - First Name - 24-05
- email to: [caep\\_hr@caep.uscourts.gov](mailto:caep_hr@caep.uscourts.gov) by 5 PM PST on 4/29/2024.

\* The cover letter should include the following information; however, not exceed two pages:

- the vacancy announcement number (24-05)
- why you are interested in the position
- overall qualities and/or strengths that you will bring to the position
- describe your core values

***Failure to submit the above documents in one pdf document will result in immediate disqualification. Incomplete applications will not be considered, retained, or returned. Only one application per candidate will be accepted for this announcement.***

- The United States Probation Office, Eastern Judicial District of California, is headquartered in Sacramento, with offices in Roseville, Elk Grove, Redding, Modesto, Fresno (Divisional Office), Visalia, and Bakersfield. Although it is the agency's practice to try to accommodate individual duty station preferences, all employees of the United States Probation Office are subject to transfer to any office in the judicial district, if necessary, to perform the work of the courts.
- All employees (except law enforcement officers) of the U. S. Probation Office are considered "at will" employees and, as such, can be terminated with or without cause by the Court.
- Employees of the federal judiciary must adhere to all Judicial Conference regulations, follow the policies in the Guide to Judiciary Policy, and are bound by the Code of Conduct for Judicial Employees.
- The U.S. Probation Office is not authorized to reimburse applicants for interview or relocation expenses.
- This position is subject to mandatory Electronic Funds Transfer participation for payment of net pay.
- The office reserves the right to amend or withdraw this announcement without written notice to applicants.
- More than one position may be filled from this announcement.
- Performance will be monitored closely during the first year in this position.
- Qualified applicants may be required to complete a written test/exercise prior to consideration of an interview.
- Due to the volume of applications received, only applicants who are tested and/or interviewed will receive a written response regarding their application status.

**\*\*THE UNITED STATES PROBATION OFFICE IS AN EQUAL OPPORTUNITY EMPLOYER \*\***

<b>Job Title</b>	Probation Receptionist	CL - 23
<b>Occupational Group*</b>	Operational Court Support	

### Job Summary

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### Representative Duties

- Perform receptionist duties by greeting visitors/callers in person and by telephone, answering routine questions, and directing visitors/callers to the appropriate person or department. Route all duty calls to duty officers and maintain a tally of calls per duty officer.
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- Prepare petitions, orders, letters, memoranda, appointment notices, and other correspondence, including typing, keyboarding, formatting, proofreading, and generating documents from templates, notes, and dictation. Type and edit presentence reports developed by officers. Record chronological entries.
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- Electronically submit appropriate documents to the Bureau of Prisons and Sentencing Commission, at the direction of probation officers.
- Assist with conducting online criminal record checks through local or national law enforcement systems.
- Perform other related duties as required.

### Factor 1 – Required Competencies (Knowledge, Skills, and Abilities)

#### Probation and Law Enforcement

- Skill in properly referring/routing telephone calls, visitors, and hand-delivered documents/materials. Skill in filing and knowledge of filing requirements. Skill in spelling, grammar, and proofreading. Ability to file, extract, and re-file documents accurately and appropriately. Ability to follow detailed instructions and multitask. Skill in organizing own work. Ability to apply probation policies, procedures, practices, and guidelines. Ability to learn the practices and procedures used in probation as applicable to the position.

#### Judgment and Ethics

- Knowledge of and compliance with the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment.

#### Written and Oral Communication/Interaction

- Ability to interact and communicate effectively (orally and in writing) with individuals of diverse backgrounds, including law enforcement personnel, court personnel, attorneys, offenders/defendants, and the general public, to provide customer service and information while complying with regulations, rules, and procedures.

#### Information Technology

- Knowledge of software and keyboarding for word processing, data entry, email, computers, and report generation. Skill in using a multi-line telephone efficiently and in a timely manner. Skill in using standard office equipment (telephones, copiers, fax machines, scanners, etc.). Skill in

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<b>Occupational Group*</b>	Operational Court Support	

keyboarding, typing, and data entry. Ability to learn how to use automated/internet systems for conducting criminal records checks.

**Factor 2 – Primary Job Focus and Scope**

The primary focus of the job is to contribute to the smooth and efficient operation of the office by properly handling and referring telephone calls and visitors, preparing correspondence and forms, and assisting with conducting record checks. Probation Receptionists often represent the first impression of the agency to visitors and callers and set the tone for future interactions with the office. Errors in judgment or discretion can lead to incorrect or improper information being disseminated. Responding to competing priorities, maintaining confidentiality, and handling visitors and callers tactfully is essential to providing quality service in a courteous and efficient manner.

**Factor 3 – Complexity and Decision Making**

While most aspects of the work are standard, handling a wide variety of people and situations can be challenging and sometimes difficult. Incumbents make decisions based on well-defined policies, standards, and procedures, and refer unusual circumstances to a more senior-level staff member or supervisor.

**Factor 4A – Interactions with Judiciary Contacts**

The primary judiciary contacts are peers, duty officers, supervisors, managers, judges, and chambers staff, for the purpose of providing routine information and operational support.

**Factor 4B – Interactions with External Contacts**

The primary external contacts are with law enforcement personnel, U.S. Attorney’s Offices, Federal Public Defender’s Office, defense attorneys, and offenders/defendants in a controlled office setting for the purpose of exchanging information and providing basic customer service and assistance.

**Factor 5 – Work Environment and Physical Demands**

Work is performed in an office setting where people with violent backgrounds are often present. During direct contact, a probation officer is present or in close proximity, and contact occurs in an office/area with an accessible duress alarm.

\*Occupational Group:

- Operational Court Support Positions = **O**
- Administrative Court Support Positions = **A**
- Professional Administrative Positions = **PA**
- Professional Line Positions = **PL**