



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

Sacramento:

(SAC Pay Table) Sacramento-Roseville,
CA-NV

CL-27: \$64,160 - \$104,303 per annum

CL-28: \$76,898 - \$125,023 per annum

Fresno:

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

CL-27: \$58,194 - \$94,604 per annum

CL-28: \$69,748 - \$113,398 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 officers currently employed in other districts. A lateral transfer is considered an officer's current Classification Level (up to CL-28) and Step from their current pay table to pay table of duty station. The agency is unable to match locality pay.)

U.S. PROBATION OFFICE EASTERN DISTRICT OF CALIFORNIA

Vacancy Announcement: 24-08

U.S. Probation Officer

LOCATION: [Sacramento or Fresno](#)

STATUS: Full-Time Permanent

POSTED: 10/10/2024

CLOSING DATE: 10/28/2024

REPORTS TO:

Supervisory Probation Officer

CLASSIFICATION:

CL-27/CL-28

The U.S. Probation Office for the Eastern District of California has an opening for a U.S. Probation Officer in Sacramento or Fresno with primary Presentence Investigative duties. By statute, probation officers serve in a judiciary law enforcement position and assist in the administration of justice and promote community safety, gather information, supervise offenders/defendants, interact with collateral agencies, prepare reports, conduct investigations and present recommendations to the court. U.S. Probation Officers in the Eastern District of California are committed to enhanced community supervision programming focusing on Evidence-Based Practices (EBP).

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.

PRIMARY DUTIES

Investigative Duties: The incumbent conducts investigations and prepares reports assessing convicted individual's ability to pay fines, restitution, cost of prosecution, incarceration, and supervision. The preparation of these reports requires interviewing offenders and their families, investigating the offense, prior record, and financial status of the offender, and contacting law enforcement agencies, attorneys, victims of the crimes, schools, churches, and civic organizations. An integral part of this process is the interpretation and application of the U.S. Sentencing Commission guidelines and relevant case law. The incumbent testifies in court as to guideline applications and

as a resource to the court to facilitate proper imposition of sentence including identifying various variance criteria.

Post-Conviction Duties: The incumbent develops a supervision plan for offenders, maintains case records, and maintains personal contact with offenders to ensure adherence to court-imposed conditions and required correctional treatment. Incumbent will also coordinate, monitor, and verify offenders' activities with substance abuse facilities, counselors, shelters, and/or employment facilities. Selected candidate will also monitor offenders' sources of income, lifestyle, and associates to assess risk and compliance, detect and investigate violations, report violations to the court, and implement appropriate alternatives or sanctions.

A copy of the complete position description for CL-27 U.S. Probation Officer and CL-28 U.S. Probation Officer are available on our website: www.caep.uscourts.gov.

Qualifications

To qualify for the position of U.S. Probation Officer at CL-27 or CL-28, the applicant must be a college graduate with a bachelor's degree from an accredited college or university in a field of academic study which provides evidence of the capacity to understand and apply the legal requirements and human relations skills involved in the position and is required for all probation officer positions.

CL-27: Two years of specialized experience or completion of a master's degree in a field of study closely related to the position, or a Juris Doctor (JD) degree.

CL-28: Two years of specialized experience.

Specialized Experience

Progressively responsible experience, gained after completion of a bachelor's degree from an accredited college or university, in such fields as probation, pretrial services, parole, corrections, criminal investigations, or work in substance/addiction treatment, public administration, human relations, social work, psychology, or mental health. Experience as a police, custodial, or security officer, other than any criminal investigative experience, is not considered specialized experience. Also, any volunteer or unpaid internship experience obtained prior to the completion of a bachelor's degree is not considered specialized experience.

Preferred Experience

Current U.S. Probation Officer/Pretrial Services Officer experience is preferred. The candidate must have demonstrated and sustained exceptional performance.

PHYSICAL REQUIREMENTS AND MAXIMUM ENTRY AGE

The duties of probation and pretrial services officers and officer assistants require the investigation and management of alleged criminal offenders or convicted offenders who present physical danger to officers and to the public. In the supervision, treatment, and control of these offenders, these duties require moderate to arduous physical exercise, including prolonged periods of walking and standing, physical dexterity and coordination necessary for officer safety, and use of self-defense tactics. On a daily basis, these officers face unusual mental and physical stress because they are subject to danger and possible harm during frequent, direct contact with individuals who are suspected or convicted of committing Federal offenses.

Because officers must effectively deal with physical attacks and are subject to moderate to arduous physical exertion, applicants must be physically capable. Officers must possess, with or without corrective lenses, good distance vision in at least one eye and the ability to read normal size print. Normal hearing ability, with or without a hearing aid, is also required. Any severe health problems, such as physical defects, disease, and deformities that constitute employment hazards to the applicant or others, may disqualify an applicant. Examples of health problems that may be disqualifying are an untreated hernia, cardiovascular disorders, serious deformities or disabilities of the extremities, mental health disorders, fainting and/or seizure disorders, metabolic disorders, bleeding disorders,

and marked speech abnormalities.

First-time appointees to positions covered under law enforcement officer retirement provisions must not have reached their 37th birthday at the time of appointment. Applicants 37 or over who have previous law enforcement officer experience under the Civil Service Retirement System or the Federal Employees' Retirement System and who have either a subsequent break in service or intervening service in a non-law enforcement officer position may have their previous law enforcement experience subtracted from their age to determine whether they meet the maximum age requirement.

SECURITY INVESTIGATIONS

Applicants considered for this position must undergo a full Office of Personnel Management (OPM) background investigation, as well as a local background investigation.

MEDICAL EXAMINATIONS

Prior to appointment, the selectee considered for this position will undergo a medical examination and drug screening. Upon successful completion of the medical examination and drug screening, the selectee may then be appointed provisionally, pending a favorable suitability determination by the court. In addition, as conditions of employment, incumbent will be subject to ongoing random drug screening, updated background investigations every five years and, as deemed necessary by management for reasonable cause, may be subject to subsequent fitness-for-duty evaluations.

The medical requirements and the essential job functions derived from the medical guidelines for probation officers, pretrial services officers and officer assistants are available for public review at <http://www.uscourts.gov>.

TRAINING REQUIREMENTS

During their first year of duty, probation officers receive extensive local training and must also successfully complete a six-week national training program at the Federal Probation and Pretrial Services Academy (FPPA) in Charleston, South Carolina.

CITIZENSHIP

Applicants must be citizens of the United States or eligible to work in the United States. To review citizenship requirements for employment in the Judiciary, please visit <http://www.uscourts.gov>.

EMPLOYEE BENEFITS

U.S. Probation Officers 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 Law Enforcement Hazardous Duty Retirement Program and in a tax-deferred Thrift Savings Plan (TSP) - similar to a 401(k) plan.
- Voluntary participation in a Federal health, dental, and vision insurance program.
- 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), Flexible Spending Accounts (FSAs), and commuter benefits program.
- 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 this position, qualified candidates must submit the following **in one pdf document in the following order**:

- an introductory cover letter* addressed to Chief U.S. Probation Officer Mindy McQuivey, 501 I Street, Suite 2500, Sacramento, CA 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 5/2024 (download from <http://www.caep.uscourts.gov> or <http://www.uscourts.gov>)
- title the pdf document as follows: Last Name-First Name-24-08
- please email the pdf document to **caep_hr@caep.uscourts.gov**

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

- vacancy announcement number (24-08)
- why you want to be a U.S. Probation Officer and what makes you best suited for this position
- highlighted qualities, strengths and core values that you will bring to the position

Failure to submit the cover letter, resume, and AO-78, 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.

- Applicants for law enforcement officer positions are required to complete the AO 78, Federal Judicial Branch Application, Revised 5/2024. The application form must be filled out thoroughly to determine eligibility for the position. This includes the **Optional Background Information (questions, 19, 20, and 21) on page 5** of the application form.
- The U.S. 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 U.S. Probation Office are subject to transfer to any office in the judicial district, if necessary, to perform the work of the courts. The individual's duty station is at the discretion of the Chief.
- The U.S. Probation Office is not authorized to reimburse candidates for testing, interviewing, or relocation expenses.
- Applicants must possess a valid driver's license.
- This position is subject to mandatory Electronic Funds Transfer participation for payment of net pay.
- The office reserves the right to amend or withdraw any announcement without written notice to applicants.
- The officer's performance will be monitored closely during the first year in this position.
- More than one position may be filled from this announcement.
- Due to the volume of applications received, only applicants who are tested and/or interviewed will receive a written response regarding their application status.
- **Applications received after 5 PM PST on 10/28/2024 will not be considered.**
- The U.S. Probation Office for the Eastern District of California is an Equal Opportunity Employer.

Job Title	Probation/Pretrial Services Officer	CL - 27
Occupational Group*	Professional Line	

Job Summary

By statute, the Probation/Pretrial Services Officer serves in a judiciary law enforcement position and assists in the administration of justice. The incumbent promotes promote community safety, gathers information, supervises offenders/defendants, interacts with collateral agencies, prepares reports, conducts investigations, and presents recommendations to the court. The Probation/Pretrial Services Officer may guide the work of officer assistants and other staff. The Incumbent performs duties that involve general pretrial services or probation cases, with supervisory guidance in some areas.

Representative Duties

- Conduct investigations, prepare reports, and make recommendations to the court. Interview offenders/defendants and their families, and collect background data from various sources. Interpret and apply policies, procedures, and statutes, *Federal Rules of Criminal Procedures*, and U.S. Sentencing Guidelines, Monographs, and relevant case law, as applicable.
- Enforce court-ordered supervision components and implement supervision strategies. Maintain personal contact with defendants and offenders. Investigate employment, sources of income, lifestyle, and associates to assess risk and compliance. Address substance abuse, mental health, domestic violence, and similar problems and work with appropriate specialist to implement necessary treatment or violation proceedings, through assessment, monitoring, and counseling.
- Schedule and conduct drug use detection tests and DNA collection of offenders/defendants, following established procedures and protocols. Maintain paper and computerized records of test results. Maintain chain of custody of urinalysis testing materials. Respond to judicial officers' requests for information and advice. Testify in court as to the basis for factual findings and guideline applications, as warranted. Serve as a resource to the court. Maintain detailed written records of case activity.
- Investigate and analyze financial documents and activities and take appropriate action. Interview victim(s) and provide victim impact statements to the court. Ensure compliance with *Mandatory Victims Restitution Act*. Enforce home confinement conditions ordered by the court, and perform home confinement reintegration on behalf of the Bureau of Prisons, as applicable.
- Review and resolve disputed issues involving offenders/defendants and present unresolved issues to the court for resolution. Assess offenders'/defendants' level of risk and develop a blend of risk management strategies for controlling and correcting risk.
- Provide offenders/defendants with information on local resources and programs regarding employment, GED certification assistance, ongoing education, and vocational training. Identify interests, aptitudes, and abilities of offenders/defendants through interviewing and gathering appropriate information. Work with offenders/defendants toward integration into the job market through cross-training, mentoring, and the use of up-to-date technology.
- Communicate with other organizations and personnel (such as U.S. Parole Commission, Bureau of Prisons, law enforcement, treatment agencies, and attorneys) concerning offenders'/defendants' behavior and conditions of supervision. Identify and investigate violations and implement appropriate alternatives and sanctions. Discuss violations with Supervisory Officer. Report violations of the conditions of supervision to the appropriate authorities. Prepare written reports of violation matters, and make recommendations for disposition. Conduct Parole Commission preliminary interviews. Guide the work of staff providing administrative and technical assistance to officers.

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

Probation, Pretrial Services, and Law Enforcement

- Knowledge of the roles and functions of the federal probation and/or pretrial services offices. Knowledge of the roles, responsibilities, and relationships among the federal courts, U.S. Parole

Job Title	Probation/Pretrial Services Officer	CL - 27
Occupational Group*	Professional Line	

Commission, U.S. Marshals Service, Bureau of Prisons, U.S. Attorney's Office, Federal Public Defender's Office, and other organizations. Knowledge of how other judicial processes and procedures relate to the officer's roles and responsibilities. Knowledge of federal law and the criminal justice system particularly as it relates to federal pretrial services, probation, and parole policies and procedures. Knowledge of surrounding community and available community resources. Knowledge of available OPPS defendant and offender workforce development resources.

- Knowledge of automated/internet resources and systems available for conducting background checks, criminal histories, and other similar information (i.e. National Crime Information Center). Knowledge of investigative techniques and skill in investigating offenders'/defendants' backgrounds, activities, and finances and determining legitimacy of their income. Knowledge of the *Bail Reform Act*. General knowledge of negotiation and motivational techniques. General knowledge of sentencing guidelines, statutes, Federal Rules of Criminal Procedure, and applicable case law. Knowledge of techniques in supervising offenders/defendants. Knowledge of legal terminology.
- Skill in supervising offenders/defendants and performing risk assessment. Ability to conduct legal research related to a variety of applicable legal issues. Skill in legal reasoning and critical thinking. Skill in dealing with violent and/or difficult people. Skill in counseling offenders/defendants to maintain compliance to conditions of their release. Skill in evaluating and applying sentencing guidelines with guidance from supervisor. Ability to follow safety procedures. Ability to compile and summarize information such as background checks and criminal histories within established time-frames. Ability to discern deception and act accordingly. Ability to organize, prioritize work schedule, work with little supervision, and exercise discretion. Ability to work under pressure of short deadlines.

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) to individuals and groups, including law enforcement and collateral agency personnel at different government levels, community service providers, and offenders/defendants. Ability to interview and establish rapport with contacts at collateral agencies, offenders/defendants and their families/support systems, and others for the purpose of supervision and investigation. Most written communication for presentation to judicial officers is reviewed by a supervisor or senior officer.

Information Technology

- Skill in the use of automated equipment including mobile devices, word processing, spreadsheet, and database applications, and various other types of software. Ability to utilize computer software and automated systems to perform record checks, record urinalysis results, compile criminal history information, and similar activities. Skill in using investigative databases to gather information and data.

Factor 2 – Primary Job Focus and Scope

The primary focus of the job is to fulfill statutory requirements to conduct pretrial and pre-sentence investigations, supervise offenders/defendants, make recommendations to the court, evaluate needs and conditions, and maximize compliance with minimal oversight. Probation/Pretrial Services Officers' performance assists the court in effectively processing probation and pretrial matters. A proper recommendation to the court maximizes the protection to the public. The probation and pretrial services system plays a key role and has a direct impact on the image of the court in its community.

Job Title	Probation/Pretrial Services Officer	CL - 27
Occupational Group*	Professional Line	

Factor 3 – Complexity and Decision Making

Probation/Pretrial Services Officers interpret and apply complex rules, policies, and procedures while ensuring judicial and statutory requirements are met. Managing a caseload and supervising offenders involves complicated issues. While the incumbent exercises judgment and decision making, significant recommendations to the court are discussed with the supervisory officer.

Factor 4A – Interactions with Judiciary Contacts

The primary judiciary contacts are other probation/pretrial services staff, judicial officers, and staff of other court units for the purpose of conducting investigations and maintaining accurate and up-to-date information in case files.

Factor 4B – Interactions with External Contacts

The primary external contacts are offenders/defendants and their families, other government agencies, U.S. Attorney's Office, U.S. Marshals, Bureau of Prisons, Parole Commission, attorneys, public safety/law enforcement officials, treatment providers, victims, and other members of the community for the purpose of investigating offenders'/defendants' backgrounds, obtaining and verifying arrest information, drafting sentencing guidelines, and performing similar activities.

Factor 5 – Work Environment and Physical Demands

Work is performed in an office setting as well as in the community, and may be subject to variable hours, including nights and weekends. Work requires periodic contact with persons with known violent backgrounds. These contacts are made in both generally controlled office settings and in uncontrolled or unsafe neighborhoods/environments where illegal activities and violence may occur.

*Occupational Group:

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

Benchmark Job Description

Benchmark Job Title	<u>Probation/Pretrial Services Officer</u>	CL-28
Occupational Group	Professional Line	

Job Summary

By statute, probation and pretrial services officers serve in a judiciary law enforcement position and assist in the administration of justice and promote community safety, gather information, supervise offenders/defendants, interact with collateral agencies, prepare reports, conduct investigations, and present recommendations to the court. Officers may guide the work of probation/pretrial services officer assistants and other staff. Officers perform duties that involve general pretrial services or probation cases.

Representative Duties

These representative duties are intended to provide generalized examples of major duties and responsibilities that are performed by many positions in this benchmark. These representative duties are NOT intended to include any tasks or duties unique to a particular work location or position, nor are they intended to reflect all duties performed by positions covered by this benchmark.

- Conduct investigations and prepare reports for the court with recommendations, which requires interviewing offenders/defendants and their families, as well as collecting background data from various sources. An integral part of this process is the interpretation and application of policies and procedures, statutes, *Federal Rules of Criminal Procedures*, and may include U.S. Sentencing Guidelines, Monographs, and relevant case law. Track legal developments, and update staff and the court.
- Enforce court-ordered supervision components and implement supervision strategies. Maintain personal contact with defendants and offenders. Investigate employment, sources of income, lifestyle, and associates to assess risk and compliance. Address substance abuse, mental health, domestic violence, and similar problems and implement the necessary treatment or violation proceedings, through assessment, monitoring, and counseling.
- Schedule and conduct drug use detection tests and DNA collection of offenders/defendants, following established procedures and protocols. Maintain paper and computerized records of test results. Maintain chain of custody of urinalysis testing materials. Respond to judicial officer's request for information and advice. Testify in court as to the basis for factual findings and (if warranted) guideline applications. Serve as a resource to the court. Maintain detailed written records of case activity. May conduct surveillance and/or search and seizure at the direction of the court.
- Investigate and analyze financial documents and activities and take appropriate action. Interview victim(s) and provide victim impact statements to the court. Ensure compliance with *Mandatory Victims Restitution Act*. Responsible for enforcement of home confinement conditions ordered by the court, and in some districts may perform home confinement reintegration on behalf of the Bureau of Prisons.
- Analyze and respond to any objections. This may include resolving disputed issues and presenting unresolved issues to the court for resolution. Assess offenders'/defendants' level of risk and develop a blend of strategies for controlling and correcting risk management.
- Communicate with other organizations and persons (such as the U.S. Parole Commission, Bureau of Prisons, law enforcement, treatment agencies, and attorneys) concerning offenders'/defendants' behavior and conditions of supervision. Identify and investigate violations and implement appropriate alternatives and sanctions. Report violations of the conditions of supervision to the appropriate authorities. Prepare written reports of violation matters, and make recommendations for

disposition. Testify at court or parole hearings. Conduct Parole Commission preliminary interviews. Guide the work of staff providing administrative and technical assistance to officers. Knowledge of, and compliance with, the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment.

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

Probation, Pretrial Services and Law Enforcement

- Knowledge of the roles and functions of the federal probation and/or pretrial services offices, including knowledge of the legal requirements, practices and procedures used in probation, parole, and/or pretrial services. Knowledge of the roles, responsibilities, and relationships among the federal courts, U.S. Parole Commission, U.S. Marshals Service, Bureau of Prisons, U.S. Attorney's Office, Federal Public Defender's Office, and other organizations.
- Knowledge of how other judicial processes and procedures relate to the officer's roles and responsibilities. Knowledge of federal law and the criminal justice system particularly as it relates to federal pretrial services, probation and parole policies and procedures. Knowledge of surrounding community and available community resources.
- Knowledge of automated/internet resources and systems available for conducting background checks, criminal histories, and other similar information (such as the National Crime Information Center).
- Knowledge of investigative techniques and skill in investigating offenders'/defendants' backgrounds, activities, finances and determining legitimacy of their income. Knowledge of the *Bail Reform Act*. Knowledge of negotiation and motivation techniques.
- Knowledge of sentencing guidelines, statutes, *Federal Rules of Criminal Procedure* and applicable case law. Knowledge of changes in the law. Knowledge of techniques in supervising offenders/defendants. Skill in supervising offenders/defendants, risk assessment, and developing appropriate alternatives and sanctions to non-compliant behavior. Knowledge of legal terminology.
- Skill in conducting legal research related to varied complex and difficult legal issues, related to sentencing and supervision. Skill in analyzing and summarizing legal concepts and issues. Skill in legal reasoning and critical thinking. Skill in dealing with violent and/or difficult people. Skill in counseling offenders/defendants to maintain compliance to conditions of their release. Skill in evaluating and applying sentencing guidelines. Ability to follow safety procedures. Ability to compile and summarize information (such as background checks and criminal histories) within established time-frames. Ability to discern deception and act accordingly.
- Ability to organize, prioritize work schedule, work independently with little or no supervision, and to exercise discretion. Ability to work under pressure of short deadlines.

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

- Skill in communicating (orally and in writing) and working with judges, attorneys, other law enforcement agencies, and correctional agencies. Ability to interact and communicate effectively (orally and in writing) with people of diverse backgrounds, including law enforcement and collateral agency personnel at different government levels, community service providers, and offenders/defendants. Ability to interview and establish rapport with contacts at collateral agencies, offenders/defendants and their families/support systems, and others for the purpose of supervision and investigation.

Information Technology and Automation

- Skill in the use of automated equipment including mobile devices, word processing, spreadsheet, and database applications, and various other types of software. Ability to utilize computer software and automated systems to perform record checks, record urinalysis results, compile criminal history information, and similar activities. Skill in interpreting and analyzing data from a variety of investigative databases.

Factor 2 – Primary Job Focus and Scope

The primary focus of the job is to fulfill statutory requirements to conduct pretrial and pre-sentence investigations, supervise offenders/defendants, make recommendations to the court, evaluate needs and conditions and maximize compliance for the purpose of ensuring community safety. A proper recommendation to the court maximizes the protection to the public. Society benefits from successful supervision and the use of detention alternatives by saving the costs of incarceration.

Factor 3 – Complexity and Decision Making

The job involves making independent decisions within the context of professional standards, broad policies, and general goals. Probation/pretrial services officers at this level gather and analyze information to determine or recommend the best course of action.

Factor 4A – Interactions with Judiciary Contacts

The primary judiciary contacts are other probation/pretrial services staff, judicial officers and staff of other court units for the purpose of conducting investigations, and maintaining accurate and up-to-date information in case files.

Factor 4B – Interactions with External Contacts

The primary external contacts are offenders/defendants and their families, other government agencies, U.S Attorney's Office, U.S. Marshals, Bureau of Prisons, Parole Commission, attorneys, public safety/law enforcement officials, treatment providers, victims, and other members of the community for the purpose of investigating offenders'/defendants' backgrounds, obtaining and verifying arrest information, drafting sentencing guidelines, and similar activities.

Factor 5 – Work Environment and Physical Demands

Work is performed in an office setting and in the community and may be subject to variable hours, including nights and weekends. Work requires regular contact with persons who have violent backgrounds. These contacts may be made in both generally controlled office settings as well as in field situations (such as uncontrolled and unsafe neighborhoods/environments where illegal activities and violence may occur).