

The Canyon County Board of Commissioners considered and adopted the following Resolution which shall be effective on the 16th day of April, 2024.

Upon the motion of Commissioner Van Beek and the second by Commissioner Brooks the Board resolves as follows:

To adopt the changes to the **job title, job description, salary grade and FLSA status of one (1) position in Misdemeanor Probation.**




One (1) Administrative Supervisor, salary grade 15, min. \$34.00 – max \$46.92 per hour (\$70,720-\$97,593.60 annually), position control number 42 294 724, FLSA Non-Exempt.

To

One (1) Office Manager, salary grade 14, min. \$29.00 – max \$40.02 per hour (\$60,320 – \$83,241.60 annually), position control number 42 294 724, FLSA Exempt.

There is no salary impact with this change.

- ☒ Motion Carried Unanimously
☐ Motion Carried/Split Vote Below
☐ Motion Defeated/Split Vote Below

	Yes	No	Not Vote
 Commissioner Leslie Van Beek	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 Commissioner Brad Holton	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 Commissioner Zach Brooks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Attest: Rick Hogaboam, CLERK

J Ross
Deputy Clerk

Date: 04.16.24



Misdemeanor Probation Office Manager

Department: Misdemeanor Probation
FLSA Designation: Exempt

Salary Grade: 14
Effective Date: 04.04.2024

General Statement of Duties

Performs supervisory and administrative duties to support the functions of the Misdemeanor Probation Department; performs other duties as assigned.

Classification Summary

The primary function of an employee in this class is to coordinate and supervise the daily customer service and administrative support activities of the Misdemeanor Probation Department. Primary duties include managing the daily affairs of the Misdemeanor Probation Department, assisting with the preparation and management of the annual budget, processing all expenditures for auditing, performing personnel management duties, administering office protocols, handling the warrant caseload of probation clients and sustaining interagency and inter-department communications. The position reports to the Director of Misdemeanor Probation and works closely with the Assistant Director of Misdemeanor Probation. The position requires a high level of initiative and the ability to complete required tasks with minimal supervision. The principal duties of this class are performed in a general office environment.

Essential Duties and Responsibilities:

- Provides administrative support to the Director and Assistant Director of Misdemeanor Probation;
- Assigns and supervises staff work assignments, provides training and cross-training support and addresses and resolves problems with support staff performance/work product;
- Sets and monitors all office expenditures, administers accounts payable and accounts receivable;
- Coordinates the hiring process for new employees;
- Works collaboratively with Department staff to create and implement procedures and protocols to ensure that support staff services work effectively;
- Works closely with Information Technology staff to ensure the correct function and operation of legal software;
- Manages office repairs, renovation and construction;
- Organizes meetings with court personnel to foster relationships and address challenges;
- Manages the warrant caseload, screens and meets with clients for ATR funding as needed, collects and processes fees, documents contacts and prepares monthly reports;
- Assists with processing and maintaining reports from treatment providers and other agencies and forwards reports accordingly to the assigned probation officers;
- Assists with logging all incoming urinalysis results;
- Assists with registering defendants in programs for Supervised Misdemeanor Probation and/or Community Service and provides program requirements;
- Reviews closed files and completes documentation required for CMS and ODYSSEY;
- Prepares all documentation of cases that have been reviewed and approved for account placement to the assigned collection agency by utilizing the assigned client portal;
- Processes any payments made through the department that are active collection accounts by utilizing the portal;
- Conducts criminal history inquiries on offenders, maintains logs on inquiries run, ensures criminal histories are accounted for and destroyed, coordinates ILETs audits with CJIS and serves as a point of contact as the agency's LASO and TAC Coordinator/Officer for matters relating to CJIS information;
- Assists with phone calls and takes messages, greets walk-in customers and sets appointments, processes and

prepares documents and correspondence, prepares and tracks mailings and legal notifications, provides information about department policies and procedures and refers defendants to appropriate staff members;

- Processes payments, balances cash, reviews billings, records account information and tracks changes;
- Prepares probation violations for probation officers from their dictations and assists probation officers with follow up on status of probation violations;
- Maintains communication and exchanges information regularly with probation and parole officers, treatment providers, court personnel, monitoring service vendors, and related personnel in other counties;
- Maintains office supplies, forms and uniform inventory;
- Determines customers' needs through interviewing and communication exchange;
- Provides data entry services, faxing, typing and filing in support of department functions;
- Plans, coordinates, and implements special projects and other activities;
- Performs all work duties and activities in accordance with County policies, procedures and safety practices.
- Performs other related duties as required.

Knowledge, Skills and Abilities

Knowledge of:

- Strong operational knowledge of personal computers and job-related software applications such as Microsoft products and databases;
- Supervisory, training and evaluation methods, techniques;
- Administrative and customer service procedures, techniques, and objectives;
- English grammar, spelling, composition, and punctuation;
- Current office practices and procedures;
- Bookkeeping and accounting practices and procedures;
- Record keeping and filing practices and procedures;

Ability to:

- Plan, organize, manage and supervise the work of office support staff;
- Work cooperatively and constructively with Misdemeanor Probation Assistant Director, subordinates and members of the public to provide public service of the highest quality and quantity;
- Hire, train, supervise and evaluate employees, monitor productivity, performance and abilities of employees;
- Coach and counsel employees, document personnel matters sufficiently and perform performance appraisals;
- Develop and execute office policies and procedures;
- Analyze issues, independently make decisions and exercise good judgment in completing tasks;
- Work independently, with infrequent and unstructured supervision;
- Cross-train into other department specializations to provide assistance and support as needed;
- Use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Evaluate and analyze customer needs to provide exceptional customer service;
- Understand probation processes and procedures and be able to explain them to clients and the general public;
- Maintain records efficiently and accurately and prepare clear and concise reports;
- Process background investigation checks through the National Crime Information Center (NCIC);
- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner;
- Perform duties accurately and efficiently under time sensitive deadlines;
- Respond courteously to customer inquiries, which are sometimes controversial or adversarial;
- Work well under pressure;
- Operate a variety of standard office equipment, including a personal computer using program applications appropriate to assigned duties;
- Establish and maintain effective working relationships with other County employees, supervisory personnel, state and local elected and appointed officials and the public;

- Communicate effectively both orally and in writing;
- Use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions.

Acceptable Experience and Training

- High school diploma or GED equivalency required;
- Five (5) years customer service or office management, preferably in the criminal justice field required;
- Two (2) years of supervisory experience preferred;
- Equivalent combination of experience and training may be considered.

Special Qualifications

- Valid Idaho driver's license;
- Bilingual, English/Spanish preferred;
- Must successfully complete a background investigation through the National Crime Information Center (NCIC);
- Idaho NCIC access certification within first six months of employment;
- Idaho certification as a TAC (Terminal Agency Coordinator) within the first six months of employment;
- Notary Public Certification within six months of hire.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively on the telephone and in person;
- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written work instructions, prepare, review, and process documents, and organize documents and materials;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a personal computer and standard office equipment;
- Sufficient physical mobility, agility, strength, and physical reflexes, with or without reasonable accommodation, which permits the employee to sit and work at a keyboard for an extended period of time and work in an office environment.

Disclaimer:

To perform this job successfully, an individual must be able to perform the primary job responsibilities satisfactorily with or without reasonable accommodation. The above statements are intended to describe the general nature and level of work being assigned to this job. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of individuals in the job. This job description is not an employment agreement and/or an expressed or implied employment contract. Management has the exclusive right to alter this job description at any time without notice.

Canyon County is an Equal Opportunity Employer. Employment decisions related to recruitment and selection are made without regard to race, color, religion, sex, national origin, age, disability or genetics.



Canyon County Misdemeanor Probation

222 N. 12th Avenue
Caldwell, Idaho 83605
(208) 454-7260

DATE: April 4, 2024
TO: Board of County Commissioners
FROM: Jeff Breach
RE: Job Title, Job Description, FLSA Status and Salary Grade Changes

I am requesting approval to change the job title, job description, salary grade and FLSA status for the following PCN in the Misdemeanor Probation Department:

<u>PCN</u>	<u>Current Title</u>	<u>New Title</u>	<u>Fiscal Impact/New Salary Grade</u>
724	Administrative Supervisor	Office Manager	No fiscal impact/ Salary grade 14 (\$60,320 - \$83,241.60)

I have updated the job description to reflect current duties and hiring qualifications. Changes in the description have resulted in a change to the job title, FLSA status and salary grade of the position. The salary grade will change from a grade 15 to a grade 14. This change will not impact the current incumbent's salary.

Please let me know if you have any questions.