

WORKING TITLE: OFFICE SPECIALIST TECHNICIAN	CLASSIFICATION: OFFICE SPECIALIST TECHNICIAN
DEPARTMENT: COMMUNITY JUSTICE	DIVISION: ADULT AND JUVENILE
PAY RANGE: OPEU 12	FLSA CATEGORY: NON-EXEMPT
PHYSICAL REQUIRMENTS: ATTACHED	WORKERS COMP CODE: 8832
PPE: PER WORK LOCATION	REVISION DATE: JANUARY 2018

JOB DESCRIPTION

GENERAL STATEMENT OF DUTIES:

Provides information, emotional support, and ongoing services to victims of crime and their families. Requires maintaining current knowledge of practices and laws regarding the specialization of Victim's Services. Requires use of independent discretion and judgment. Performs complex, highly responsible and specialized administrative duties involving legal terminology and judicial processes.

SUPERVISION RECEIVED:

Work is performed under the general supervision of the Business Manager and/or the Adult/Juvenile Corrections Manager(s) at the Director's discretion who evaluate performance for quality of results achieved. Work is performed with considerable independent judgment based on department procedures and state law.

SUPERVISION EXERCISED:

Provides direction for professional and clerical staff regarding victim services.

DUTIES AND RESPONSIBILITIES INCLUDE ESSENTIAL FUNCTIONS OF POSITIONS ASSIGNED TO THIS CLASSIFICATION. DEPENDING ON ASSIGNMENT, THE EMPLOYEE MAY PERFORM A COMBINATION OF SOME OR ALL OF THE FOLLOWING DUTIES:

- Provides complete, ongoing advocacy, including but not limited to, explaining criminal justice system processes and procedures to victims, upholding victims' rights, providing case information, court accompaniment, safety planning, problem solving, liaison and advocacy with the prosecutor or other agencies.
- Provides assistance with impact statements, restitution, and compensation claims.
- Coordinates meetings with prosecutors and law enforcement, provides emotional support and advocacy during those interactions.
- Establishes and maintains contact with victim, in-person, by telephone, or in writing.
- Performs assessment of victim's needs, providing local resource and program information to victim and supervising PO as appropriate/requested.
- Processes and researches restitution request forms throughout the duration of the criminal case; including verifying losses, responding to discovery requests, preparing memorandums, and following up with victims on restitution deadlines.
- Participates in the Oregon Post-Conviction Advocacy Network and other networks as directed.
- Attends and participates in task forces, multi-disciplinary teams, and collaborative meetings, independently representing victims' concerns and the concerns of the department.

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- Maintains working relationships with related community agencies and organizations.
- Attends trainings and conferences, as required for this position, including continuing education to keep apprised of changing practices and laws directly related to the caseload specialization.
- Maintains case information; creates and updates data entries.
- Serves as a receptionist; assembles, types, and prepares materials and legal documents; scans and files various department records and court documents as needed.
- Assists in administrative workflow; recommends and prepares procedures to improve productivity.
- Performs other duties as assigned by the Business Manager, Corrections Manager, or designee.

JOB SPECIFICATION

KNOWLEDGE OF:

- Crime victim trauma and crime category-specific dynamics and impacts.
- Victims' rights and police, prosecution, and court procedures.
- The criminal justice system methods, legal principles, practices, and terminology relative to specific functions of the job.
- Empathetic listening techniques
- Confidentiality rules, especially those specific to the program area
- Operation of office equipment, computer office software and case management systems, English composition, and basic mathematics, as required by the position.

SKILL IN:

- Communicating effectively, both orally and in writing
- Developing and maintaining appropriate, relevant professional relationships
- Effectively explaining criminal justice system processes and procedures to victims and their families.
- Maintaining composure and communicating effectively with people in distress, or who are exhibiting irrational or hostile behaviors.
- Computer use, including experience using Microsoft Word.

ABILITY TO:

- Work with the public and coworkers in a pleasant, tactful, understanding, and courteous manner, at times under stressful conditions.
- Work independently to complete required casework and tasks accurately, precisely, and in a timely and organized manner
- Analyze situations and respond swiftly, calmly, and professionally.
- Maintain a high degree of professionalism and confidentiality
- Attend work as scheduled and/or required

MINIMUM EXPERIENCE AND TRAINING:

Prior experience and/or training with victims of crime is preferred. Graduate of the Oregon Basic Victim Advocacy Institute strongly preferred. Bilingual and/or bicultural strongly preferred. Associate degree and two years' experience in a related field or three years' experience at a level equivalent to a senior office specialist; any satisfactory combination of experience and training which ensures the ability to perform the work may substitute for above.

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OTHER REQUIREMENTS:

Valid drivers' license and vehicle are required. May be required to drive a County vehicle. Employees authorized to operate a private vehicle on County business are required to carry a valid driver's license and liability insurance minimums as outlined in ORS 806.070 . Must successfully pass a background check.

WORK ENVIRONMENT/PHYSICAL DEMANDS SUMMARY:

The incumbent typically works in an office environment and uses a computer, telephone and other office equipment as needed to perform duties. The noise level in the work environment is typical of that of an office. Work also may involve travel to meetings. Incumbent may encounter frequent interruptions throughout the workday.

The employee is regularly required to sit, talk, or hear; frequently required to use repetitive hand motion, handle or feel, and to stand, walk, reach, bend or lift up to 20 pounds

Contact with the public may risk exposure to irrational/hostile behavior, contagious diseases, or contact with domestic animals.

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This job description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change.

The job specification requirements stated are representative of minimum levels of knowledge, skills, and abilities to perform this job successfully. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently.