



Senior Office Specialist – CJC

Job Description

Department: Children’s Justice Center
Position: Career Service
Grade: 718
Supervisory: No
Reports to: Director – Children’s Justice Center

Summary

Under general guidance and direction of the Director – Children’s Justice Center (CJC), provides first-contact customer service and performs working-level clerical work as needed to expedite the delivery of services provided by the Utah County Children’s Justice Center. This advanced level requires considerable knowledge of the policies, procedures, and laws affecting the work. Incumbents at this level perform duties of considerable difficulty that involve independent judgment and are capable of training and leading others.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Receive, screen, and direct incoming phone calls including calls from individuals in crisis; assist visitors and callers; provide information and direct them in correct processes; provide initial response to questions, complaints, or problems; follow established communications and information sharing policies, practices, and procedures.
2. Schedule, notify, and prepare materials for meetings, interviews, medical exams, and other CJC services; complete forms, as needed.
3. Establish and maintain official documents and records in appropriate files.
4. Maintain case tracking information and program data in-database; enter data, as needed; update victim demographic information; collect and prepare information for statistical reports.
5. Type verbatim transcripts of recorded interviews conducted at the center; furnish copies of reports to appropriate agency professionals, staff, and prosecuting attorneys according to deadlines.
6. Process, sort, and distribute incoming and outgoing mail and reports.
7. Function as a timekeeper for the department; utilize the County’s time-entry system to ensure proper reporting of work time; resolve employee payroll questions and issues in coordination with the Office of Human Resources Management.
8. Maintain inventory of office supplies; enter and track purchase orders for the same; balance petty cash account, as needed.
9. Scan images and documents to store, modify, and retrieve electronically.

For Office Use Only

Job Code: 6370
Job Title: Senior Office Specialist – CJC
FLSA: Non-Exempt
Effective Date: 9/1/2022
Public Safety: No

Worker’s Compensation: Clerical
Background Level: II
Safety Sensitive: No
DOT: No
ML: Individual Contributor

10. Maintain control files of matters in progress; follow up to ensure progression and completion of actions.
11. Attend regularly scheduled CJC Board meetings as needed to take and transcribe minutes; prepare reports and documents for distribution and review.
12. Prepare invoices and billing forms for CJC medical services; submit billing information electronically, if required; receipt payments received for medical services to the Utah County Auditor and Treasurer for processing.

Knowledge, Skills, and Abilities

- Basic knowledge of legal and medical terminology
- Basic knowledge of the criminal justice system
- Working knowledge of standard office practices
- Knowledge of proper grammar, spelling, and punctuation
- Knowledge of laws, codes, and regulations relevant to work performed
- Skilled in typing and data entry
- Skilled in reading, writing, and basic math
- Skilled in operating audio and video recording devices, including transcription equipment
- Skilled in operating standard office equipment
- Skilled in word processing, basic spreadsheets, and pdf software
- Ability to maintain cooperative relationships with those contacted in the course of work activities
- Ability to remain calm and de-escalate crisis situations
- Ability to maintain confidentiality according to strict guidelines
- Ability to communicate effectively verbally and in writing
- Ability to understand broad objectives and follow general and specific instructions
- Ability to type accurately and at an acceptable rate, based on job duties

Supervisory Responsibility

This position has no direct supervisory responsibility but does serve as a lead to some and as a coach and mentor for other positions in the department.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. This job may expose incumbent to mental stress associated with working with, and hearing detailed disclosures from, victims of abuse. Work may expose the incumbent to high stress situations including contact with the public and others in confrontational, emotionally charged, or uncomfortable situations. The noise level in the work environment is usually moderate.

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Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. The employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file, and lift supplies up to twenty-five (25) pounds. The employee regularly drives a motor vehicle.

Position Type / Expected Hours of Work

Incumbent must work forty (40) hours each week to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

Required Education and Experience

1. High school diploma or equivalent.
2. Three (3) years of general clerical work experience.
3. Equivalent combinations of education and experience may also be considered.

Additional Eligibility Qualifications

1. Selected applicants must pass a typing test at or above the rate of fifty (50) WPM net.
2. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
3. Selected applicants will be required to submit to a pre-employment drug screen and background check.

AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

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Utah County Government is a drug-free workplace.

Acknowledgement below to be completed after an offer has been extended and accepted.

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee _____ Date _____

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