

## Hancock County Probation Adult Desk Receptionist Job Description

- Answer incoming calls and transfer calls when necessary
- Schedule/Re-schedule appointments for Probation Officers
- Maintain appointment calendar for all Probation Officers
- Add court hearings from daily court dockets to calendar for Probation Officers
- Take payments (cash, check, money order, credit card, and mail payments)
- Provide assistance to the general public
  - Refer individuals to other departments for assistance
  - Provide phone numbers of other agencies/departments
  - Answer frequently asked questions without giving legal advice
- Close drawer at the end of the day; balance till in SRS case management system
- Check-in offenders for scheduled appointments (sign-in sheet)
- Assist newly sentenced offenders with initial paperwork (new offender packet)
- Explain probation user fees to newly sentenced offenders
- Provide any assistance necessary to other administrative staff
- File pleadings with the court when necessary
- Charge offenders for drug screens in SRS case management system
- Ensure all drug screens have been assessed and properly charged in SRS case management system based on Witham Toxicology receipts
  - When Urine Drug Screens are picked up by Witham Toxicology, receipts are left for the front desk receptionist. These receipts are used to make sure that the offender has been charged for the Urine Drug Screen in Odyssey. If the screen has not been added, it needs to be charged to the offender's account. The receipts are then placed in the probation officer's mailbox to be placed in the offender's file.
- Cross train with other division administrative assistants

## Recommended Skills

- Proficient in Microsoft Office products
- Positive Attitude/Team Player
- Familiarity with criminal justice system
- Comfortable/accountable for handling money
- Proficient in word processing