

UNITED STATES DISTRICT COURT

Western District of North Carolina

Probation Services Office

Job Announcement Number: 18-05

Position Title: SUPERVISORY U.S. PROBATION OFFICER

Starting Salary: CL 29 \$70,288 – \$114,286
CL 30 \$83,079 – \$135,024
(Depending on Qualifications)

Grade Level: CL 29-30

Position Location: Charlotte, North Carolina

Open Date: September 24, 2018

Closing Date: October 19, 2018 (Close of business - 5:00 p.m.)

JOB SUMMARY

This position is located in the U.S. Probation Office in Charlotte, NC. The incumbent is responsible for supervising the activities of line probation officers and probation officer specialists under the direction of the Chief Probation Officer and the Assistant Deputy Chief Probation Officer.

Supervisory Duties

- Supervise professional law enforcement officers including establishing standards, evaluating performance, handling minor infractions, and recommending disciplinary actions.
- Confer regularly with staff to provide direction and assistance in case situations and with general operational procedures.
- Receive, prioritize, and assign work to staff, ensuring that work is assigned fairly and equitably.
- Monitor time and attendance and evaluate and approve leave requests.
- Provide training and orientation for new staff members. Serve as a resource for officers and other staff to assist with performing work successfully and efficiently. May make recommendations regarding new hires, personnel actions, and terminations.
- Review and edit written work, including case plans, correspondence, and reports submitted to the court. Ensure that recommendations made by officers to the court adhere to local and national policy and guidelines.
- Ensure adequate coverage for office activities, court appearances, etc. Conduct audits and reviews of case work. Analyze management reports for efficient distribution of work. Establish schedules and deadlines for completion of work.

- Develop recommendations and advise the court on appropriate issues. Assist senior managers in the formulation and modification of office management policies.
- Communicate and respond to management requests regarding case operations. Answer procedural questions for judges, staff, and the public. Provide customer service and resolve difficulties while complying with regulations, rules, and procedures. Abide by the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Demonstrate sound ethics and good judgment at all times. Handle confidential and sensitive information appropriately.
- Assist management as needed in research and development of enhanced supervision policies and procedures.
- Conduct regular staff meetings to disseminate information and discuss any issues related to the operational performance of the unit.
- Assume the responsibility for handling emergency situations arising with caseloads in the absence of the assigned officer.
- Participate in scheduled management meetings.
- Perform any or all duties of a probation officer, including investigating and/or supervising offenders/defendants as needed.
- Serve as liaison among various agencies including but not limited to offices of the Clerk of Court, Marshals Service, U. S. Attorney/Financial Litigation Unit, Bureau of Prisons, Bureau of Prisons Community Programs office, and state law enforcement agencies.
- Travel within and outside of the district as needed.

COMPETENCIES (Knowledge, Skills, and Abilities)

- Demonstrate advanced knowledge of the roles and functions of the federal probation and/or pretrial services office, including knowledge of the legal requirements, practices and procedures used in supervision. Display knowledge of the roles, responsibilities, and relationships among the state and 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. Exhibit an understanding of how other judicial processes and procedures relate to officers' roles and responsibilities.
- Display knowledge of federal law and the criminal justice system particularly as it relates to federal probation and parole policies and procedures. Demonstrate knowledge of surrounding communities and available community resources. Display skill in investigative techniques and in investigating offenders'/defendants' backgrounds, activities, and finances, and determining the legitimacy of their income. Exhibit an understanding of the *Bail Reform Act*, sentencing guidelines, statutes, *Federal Rules of Criminal Procedure*, applicable case law and changes in the law.
- Demonstrate skill in analyzing and summarizing legal concepts and issues, legal reasoning, and critical thinking. Display skill in supervising offenders/defendants, risk assessment, and developing appropriate alternatives and sanctions to non-compliant behavior. Exhibit skill in counseling offenders/defendants to maintain compliance to conditions of their release. Display skill in evaluating and applying sentencing guidelines as needed. Demonstrate the ability to follow safety procedures. Demonstrate the ability to discern deception and act accordingly.
- Apply knowledge of supervisory and employee management principles. Display performance management skills through assessing and documenting employees'

performance against established goals and objectives within a specific rating period. Display an understanding of applicable employee rights, protections, and avenues of appeal. Use mediation and problem solving skills when managing conflicts in the workplace.

- Display the ability to effectively represent the probation unit among work groups and between the court and external organizations. Demonstrate proficiency in problem solving, trouble shooting, and identifying alternative solutions. Display the ability to make timely and effective decisions.
- Demonstrate skill in the use of automated equipment, including word processing, spreadsheet, database applications, and applicable automated systems, websites, and other computer-based systems used by the court. Display the ability to manage new local and national applications. Use computer software, internet, and automated systems to perform record checks, track detection test results, conduct research, compile criminal history information, and complete similar activities.

ENVIRONMENTAL DEMANDS

Supervisory work requires a high degree of training and knowledge in a variety of disciplines. The majority of the incumbent's work is completed in an office setting. Accompanying officers on field visits may require travel to areas known for high crimes and violence and contact with offenders with histories of mental health problems or hostility may expose the incumbent to potential danger. Travel to the other office locations may be required on a regular basis to provide assistance, training, and to monitor performance of probation officers and staff.

QUALIFICATIONS

General Experience: Applicant must have completed four years from an accredited college or university with a degree in a field appropriate to this position, such as criminal justice, criminology, psychology, sociology, human relations, or business or public administration. Additionally, the applicant must have three years of specialized experience, including at least one year as a CL-28 probation/pretrial officer in the U.S. Courts. To qualify for the CL-30, the applicant must have three years of specialized experience and at least one year as a CL-29 probation / pretrial services officer in the U.S. Courts.

Specialized Experience: Prior experience in a supervisory role requiring coaching and mentoring of staff is preferred. Progressively responsible experience in the investigation, supervision, counseling and guidance of offenders in community corrections, and probation programs. Experience in fields such as education guidance counselor, social worker, caseworker, psychologist, a substance abuse specialist and correctional researcher may constitute a portion of the specialized experience. Experience as a police officer, FBI Agent, Customs Agent, or similar positions do not meet the requirements of specialized experience.

PHYSICAL REQUIREMENTS AND MAXIMUM ENTRY AGE

The duties of probation and court services officers and supervisors require the investigation and management of alleged criminal defendants or convicted offenders who present physical danger to officers and to the public. In the supervision, treatment, and control of defendants/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 and supervisors 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, pulmonary 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.

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/services-forms/probation-and-pretrial-services/probation-and-pretrial-officers-and-officer>

BACKGROUND INVESTIGATION, DRUG SCREENING AND MEDICAL STANDARDS

The selected candidate will be subject to a full background investigation as a condition of permanent employment. Employment will be considered provisional until the background investigation is completed and a favorable employment suitability is determined.

HOW TO APPLY

Applicants must submit answers to the following Quality Ranking Factors:

1. As a supervisor it is the duty of this position to assist in the development of the officers this position supervises. How would you develop your staff for successful careers and potential future advancement opportunities?
2. Describe your leadership philosophy and how you would apply it to your staff.

To apply for this position, applicants must submit the following:

- Cover letter
- Resume
- Narrative addressing the Quality Ranking Factors

Complete applications should be submitted in **one PDF formatted document** via e-mail to hr@ncwp.uscourts.gov. Please reference Job Announcement # 18-05.

Qualified candidates will be evaluated to determine those who are best qualified. This determination will be based on a review of the applicant's relevant experience, education and training.

The Western District of North Carolina is an Equal Employment Opportunity Employer.