

**NEW YORK CITY DEPARTMENT OF PROBATION
JOB VACANCY NOTICE – JVN 781-16-010**

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| CIVIL SERVICE TITLE: Probation Assistant | TITLE CODE NO.: 51800 |
| OFFICE TITLE: Resource Hub Team | SALARY: \$25,030 – 35,272 |
| DIVISION/WORK UNIT: Adult Operations | WORK LOCATION: Various (throughout the 5 boroughs of NYC) |
| HOURS: 40 Hours Per Week (May require early morning and/or evening hours) | NUMBER OF POSITIONS 1 |

DESCRIPTION

The New York City Department of Probation (DOP) helps build stronger and safer communities by working with and supervising people on probation, fostering positive change in their decision-making and behavior, and expanding opportunities for them to move out of the criminal and juvenile justice systems through meaningful education, employment, health services, family engagement and civic participation. We are located in every borough across the City and provide three core services –pre-sentence investigations, intake and probation supervision. In summary, DOP ensures that people who enter our system are supervised according to their risk level and receive the support and services they need to abide by the law and be an asset to their communities.

The Probation Assistant, under general direction and supervision, performs varied duties related to the operation and traffic flow within DOP’s Resource Hub/waiting room network including:

- Welcome clients/visitors and provide them with friendly and helpful service as they enter DOP facilities
- Assist clients/visitors in understanding the layout of the facility and provide clear direction/accurate information
- Monitor entrances/exits, maintain client traffic flow and operate walk-through/hand-held metal detectors as required
- Manage client queuing/appointments, announce arriving/waiting clients and proactively expedite office visits
- Distribute approved promotional materials and on DOP services and/or scheduled events and activities
- Ensure a safe and clean environment by maintaining the overall appearance of the entrance/exit and waiting areas by straightening and organizing materials and/or reporting maintenance issues as appropriate
- Observe activity in assigned area, enforce rules/procedures and decide when incident requires supervisor notification or written report
- Respond appropriately to emergency situations
- Demonstrate dependability and reliability by being punctual, working assigned and varying shifts, and completing responsibilities in a timely manner.

As a Probation Assistant, other duties may include but are not limited to:

- Assist with the coordination of various community-focused events and activities to assist DOP clients
- Oversee and staff various client-focused resources, such as community computer labs and similar endeavors
- Assist in gathering information for probation personnel from a variety of sources, including public and private social agencies, law enforcement agencies, courts, employers and others.
- Assist in verification of social and legal history data pertaining to individuals serviced by the probation agency.
- Assist individuals serviced by the agency in completing questionnaires and other documents requiring written information.
- Assist in establishing or maintaining contact with persons or organizations in the community that may provide necessary resources for individuals serviced by the agency and accompanies client to these resources.
- Assist in compiling statistical data for a variety of projects and reports and performs clerical duties as needed.
- Help to secure information from various individuals and agencies regarding conduct and progress of probationers.
- Assist in resolving technical problems of probationers or others relating to housing, health care, employment, or may act as interpreter where possible.

QUALIFICATION REQUIREMENTS:

High school graduation or evidence of having passed an examination for a high school equivalency diploma; or a satisfactory equivalent.

Note:

New York City Residency is not required for this position; however, you must reside in New York State.

PREFERRED SKILL REQUIREMENTS:

- Ability to adapt to and work effectively in various parts of the facility and interact/communicate with clients/visitors of diverse backgrounds and age levels.
- Commitment to provide excellent customer service and maintain a calm, pleasant, and cheerful demeanor in a variety of atmospheres.
- Ability to read, write and understand printed materials, speak in public and respond to client/visitor inquiries.
- Must present a professional appearance, dependable, punctual and willing to take initiative.

APPOINTMENTS ARE SUBJECT TO OFFICE OF MANAGEMENT AND BUDGET (OMB) APPROVAL

TO APPLY, PLEASE SUBMIT RESUME AND COVER LETTER TO:

External Applicants: <https://a127-jobs.nyc.gov/>

Internal Applicants: Employee Self Service (ESS)

SUBMISSION OF APPLICATION IS NOT A GUARANTEE THAT YOU WILL RECEIVE AN INTERVIEW

POST DATE: January 15, 2016

POST UNTIL: February 1, 2016

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“THE CITY OF NEW YORK AND THE DEPARTMENT OF PROBATION IS AN EQUAL OPPORTUNITY EMPLOYER”