

**NEW YORK CITY DEPARTMENT OF PROBATION  
JOB VACANCY NOTICE – JVN 781-16-014**

<b>CIVIL SERVICE TITLE:</b> Community Service Aide	<b>TITLE CODE NO.:</b> 52406
<b>OFFICE TITLE:</b> Client Services Representative	<b>SALARY:</b> \$26,536
<b>DIVISION/WORK UNIT:</b> Adult Operations	<b>WORK LOCATION:</b> Citywide (throughout the 5 boroughs of NYC)
<b>HOURS:</b> 35 Hours Per Week (May require early morning and/or evening hours)	<b>NUMBER OF POSITIONS:</b> 7

**JOB 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.

DOP seeks to hire a Client Services Representative to assist in the day-to-day operations of a borough-based probation office. The successful candidate, with limited latitude for independent judgment, performs liaison and related work between the agency and the individuals it serves. Specific duties will include, but are not limited to:

- Greeting clients and members of the public upon their arrival at DOP offices, and responding to requests for information about DOP and its procedures.
- Responding to and/or directing telephone inquiries from DOP clients and the public including responding to requests for appointment scheduling, copies of case files and related materials, address changes and court inquiries.
- Performing routine office tasks which may include filing and locating records, case files and related materials creating, sorting and routing of supervision case folders, scanning/organizing various documents, digital photographing of probation clients and compilation of DP-30 reports.
- Arranging for language interpretation services for individuals who are unable to communicate effectively in English assisting with the completion of forms such as permission to travel and providing clients information on various community-based resources.
- Improving communication between DOP and its clients by assisting with information requests involving the case management and other automated office systems including: researching case status, fact-finding and transfer of cases, as well as: entering court events pertaining probation supervision, logging cases, generating case numbers and face sheets and entering violation of probation (VOP) information.
- Assisting with ordering and maintenance of office supplies, sorting and distribution of mail, maintenance of record room and coordinating the scheduling and organization of meetings and other community activities.

## QUALIFICATION REQUIREMENTS

The ability to understand and carry out simple instructions; in some cases the ability to speak Spanish may be required. There are no formal education requirements for this position.

## PREFERRED SKILLS/QUALIFICATIONS

The ideal candidate should be hard-working, ambitious, and excited by the opportunity to work in a complex environment undergoing a period of significant institutional change. In addition the candidate should possess the following:

- Minimum, High School Diploma or its educational equivalent.
- Three years of experience in community work or community centered activities in an area related to the duties described above.
- Outstanding interpersonal and communication skills; excellent writing and strong organizational skills.
- Knowledge of Microsoft Word, Excel, Outlook and Access.
- Office experience preferred, as well as demonstrable background dealing with members of the public.

**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: March 14, 2016**

**POST UNTIL: Filled**

**JVN# 781-16-014**

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