

**U.S. Probation and Pretrial Services Office
Western District of New York
Position Description**

Job Title/Classification Level	Student Intern – CL 21
Occupational Group	Operational Court Support

Job Summary

The Student Intern provides general and administrative support to probation/pretrial services officers and officer assistants. Student Interns perform tasks such as filing, copying, distributing mail, inputting data, answering phones, assembling reports and greeting visitors and clients. The student will have the opportunity to learn about the criminal justice system and the roles and responsibilities of probation/pretrial officers and officer assistants.

Representative Duties

- Perform receptionist duties by greeting visitors/clients in person or on the telephone and directing them to the appropriate individual.
- Processes outgoing/interoffice mail. Receives, screens and routes all incoming mail to appropriate staff member.
- Performs scanning/uploading in accordance with our Document Imaging Policy.
- Prepares and copies reports for officers and delivers to judge's chambers.
- Assists with data entry functions.
- Sorts and files various records and documents.
- Performs other duties as assigned.

Factor 1 – Required Competencies (Knowledge, Skills, and Abilities)

Court Operations

- Knowledge of federal probation and pretrial services office's functions and procedures. Ability to learn court operations. Ability to learn department and organizational roles and responsibilities.
- Ability to follow detailed instructions and multitask. Skill in filing and organizing own work.

Judgment and Ethics

- Knowledge of and compliance with the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment.

Written and Oral Communication

- Ability to interact and communicate effectively with people of diverse backgrounds, including the court, law enforcement, attorneys, outside agencies, and offenders/defendants.

Information Technology and Automation

- Skill in using standard office equipment such as telephones, copiers, fax machines, scanners, etc. Skill in keyboarding, typing and data entry.

Factor 2 – Primary Job Focus and Scope

The primary focus of the job is contribute to the overall productivity of the office by routing visitors, callers and documents to the appropriate staff members. Errors in judgement and discretion can lead to incorrect or improper information being disseminated.

Factor 3 – Complexity and Decision Marking

The tasks performed are standard and the assignments can be easily learned. A staff member will be readily available to provide guidance and direction for any unusual situations.

Factor 4A – Interactions with Judiciary Contacts

The primary judiciary contacts are other probation staff, chamber's staff, and staff of other court units for the purpose of delivering documents.

Factor 4B – Interactions with External Contacts

Limited primary external contacts are with law enforcement personnel, attorneys, outside agencies, and defendants/offenders for intake purposes in a controlled setting.

Factor 5 – Work Environment and Physical Demands

Work is performed in an office setting, where persons with violent background are usually present.