



## County of Berks POSITION DESCRIPTION FORM

---

<b>Position Title:</b>	<u>Office Support III</u>		
<b>Department:</b>	<u>Parole Office</u>	<b>Reports To: (Title)</b>	<u>Office Manager/ Management Staff</u>
<b>Effective Date:</b>	<u>October, 2003</u>	<b>Revision Date:</b>	<u>September, 2019</u>
<b>Wage Category:</b>	<input type="checkbox"/> <b>Exempt</b> <input checked="" type="checkbox"/> <b>Non-Exempt</b>		
<b>EEO-1 Category:</b>	<u>Administrative Support</u>	<b>Union Classification:</b>	<u>AFSCME eligible</u>

---

### POSITION SUMMARY:

The Office Support III works directly with probation officers and management staff by performing duties including but not limited to, answering telephones, typing reports and correspondence, processing case files, and performing a variety of office support tasks as required.

### POSITION RESPONSIBILITIES:

#### ***Essential Functions***

1. Processes offender specific case files.
2. Types reports, letters, and court related documents.
3. Records statistical information.
4. Answers telephones and performs related receptionist duties.

#### ***Non-Essential Functions***

1. Collects, organizes, and disseminates information between the court and the probation office.
2. Communicates with other departments regarding probation/parole information.
3. Images documents for archiving.
4. Refers inquiries to appropriate county departments/agencies.

### MINIMUM EDUCATION AND EXPERIENCE:

1. High School Diploma or GED equivalent.
2. No criminal conviction
3. Two (2) years of advanced clerical experience in a court related or probation office.
4. Any equivalent combination of experience and training that provides the required knowledge, skills and abilities.

### MINIMUM KNOWLEDGE, SKILLS AND ABILITIES:

1. Ability to type 47 words per minute with 85% accuracy.
2. Demonstrated proficiency in the use of Microsoft Word and Excel.

3. Working knowledge of office equipment including fax machine, typewriter, computer, copier, telephone, and adding machines.
4. Skill in organization.
5. Ability to communicate both orally and in writing.
6. Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.
7. Physical presence in the office is required.

**PHYSICAL DEMANDS:**

Work involves walking, talking, hearing, using hands to handle, feel objects, tools, or controls, and reaching with hands and arms. Vision abilities required by this job include close vision and the ability to adjust focus. The employee must occasionally lift and/or move up to 10 pounds a distance of fifteen (15) feet or less.

**WORKING ENVIRONMENT:**

Normal office environment.

*This position description serves as a guideline for communicating the essential functions and other information about the position to the applicant/employee. It is not intended to create a binding employment contract nor cover every detail of the position and may be changed where appropriate.*