



County of Berks POSITION DESCRIPTION FORM

Position Title:	Office Support III – Management/Confidential (Custody)		
Department:	Jail System	Reports To: (Title)	Captain
Effective Date:	October 2019	Revision Dates:	December 6, 2019
Wage Category:	<input type="checkbox"/> Exempt	<input checked="" type="checkbox"/> Non-Exempt	
EEO-1 Category:	Administrative Support	Union Classification:	N/A

POSITION SUMMARY:

Office support position primarily responsible for completing work for the Custody department and assisting supervisory staff with tasks including, but not limited to, notetaking, preparing and organizing storage of documents, maintaining administrative databases, and photocopying/faxing documents. Responsible for assisting with coordination of closed-circuit television videoconferences of inmates with judges, attorneys, probation & parole officers, and various outside agencies.

POSITION RESPONSIBILITIES:

Essential Functions

1. Assists the Lieutenants and Custody Supervisors with notetaking, correspondence, and document preparation, to include but not limited to, compiling letters and memorandums and preparing forms dealing with custody operations
2. Creates, revises, and maintains various administrative support databases.
3. Assists the Chief Deputy Warden and Lieutenants with special projects and investigations regarding sensitive and confidential issues
4. Creates and maintains confidential files for Custody Supervisors, involving staff disciplinary investigations, video reviews, etc.
5. Responsible for processing inmate grievances daily and maintaining appropriate tracking system for all grievances and communications.
6. Gathers and analyzes pertinent information and documents regarding inmate disciplinary appeals and inmate grievance appeals for members of Senior Staff.
7. Assists in calling for Custody overtime on a regular basis.
8. Schedules and coordinates video and audio closed circuit television arraignments, parole hearings, video conferences, and meetings with attorneys, probation officers, etc.
9. Schedules professional visitation rooms.
10. Coordinates and schedules all video visitation with contracted agencies who do not have access to the scheduling software.
11. Correct any issues/conflicts that arise within the video visitation schedule to ensure that the process runs smoothly.
12. Performs all other duties as assigned by Senior Staff and Custody supervisors.

PHYSICAL DEMANDS:

- Ability to lift and carry files and office documents (up to and including 25 lbs.).
- Ability to traverse stairs regularly.
- Ability to reach overhead at full arm's length regularly.
- Ability to pull grill gates and doors (up to 30 lbs.) at least three times daily.
- Ability to sit/stand for up to 2 hours at a time without a break.
- Ability to ambulate frequently to all the departments and units of the jail.
- Ability to type, enter, and access data at an automated workstation for up to 2 hours at a time without a break.
- Ability to handle/operate all security, safety, maintenance, and other equipment relevant to the position, including but not limited to keys, radios, telephones, computers, copiers, vehicle, etc.

MINIMUM EDUCATION AND EXPERIENCE:

- Possess a high school diploma or a G.E.D. Certificate from an accredited agency.
- Possess a minimum of two (2) years experience in advanced typing and office practices including working with varied computer applications. Business school may be substituted for six (6) months work.
- Possess any equivalent combination of experience and training that provides the required knowledge, skills, and abilities.

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES:

- Participate and adhere to employee drug testing procedures.
- Ability to pass the Differential Aptitude Test and complete all pre-employment screening.
- Ability to handle/operate security and safety equipment relevant to the position, including two-way radios, and keys, etc.
- Be capable of operating a computer and other office equipment used in the performance of duty.
- Be capable of communicating effectively (orally and written) using the English language.
- Ability to perform routine clerical work.
- Excellent knowledge of general office practice, business English, and quantitative methods
- Demonstrated proficiency in the use of Microsoft Word and Excel.
- Ability to understand and carry out oral and written directions.
- Ability to maintain cooperative working relationships with those contacted in the performance of duties, to include all other employees.
- Knowledge of the law as it pertains to county government.
- Ability to organize well while handling multiple tasks.
- Ability to deal effectively with the public and government officials.
- Ability to learn the operating practices of county government.
- Ability to handle stress.
- Physical presence in the office is required.

WORKING ENVIRONMENT:

- Requires working within the confines of a secure jail.
- Requires working in loud, small, and communal workspaces.
- Requires working in an environment where personal safety may be of concern.
- Requires working in an environment where there is the possibility of foul odors.

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.

All non-Collective Bargaining Agreement employees are "AT WILL" employees, which means that the employer or employee can end the employment relationship with or without cause. Nothing in an employee handbook, the Standard Operating Procedures, or any other policy or guideline pertaining to employment or conditions of employment is intended to change or alter the "AT WILL" status of employment.