



UNITED STATES DISTRICT COURT
U.S. PROBATION OFFICE
DISTRICT OF HAWAII

VACANCY ANNOUNCEMENT
NO. 2024-01

Position: **PROBATION ADMINISTRATIVE SUPPORT
(Probation Services Technician/Administrative Assistant)**

Classification Level: Court Personnel System, Classification Level 22-24
Table HI - Hawaii
Starting CL and salary dependent on qualifications and experience
Grade: CL 22-24, steps 1-61; Salary range: \$35,924 - \$80,166*
**Salary noted above includes an 8.9% Hawaii Cost of Living Adjustment (COLA) for 2024, an amount which is not taxable and is subject to review and adjustment annually.*

Terms of Employment: Full-time, Excepted Service with promotion potential without further competition, subject to funding and employee performance.

Position Location: United States Probation Office
300 Ala Moana Boulevard, Room 2300 OR 94-307 Farrington Hwy
Honolulu, HI 96850 Waipahu, HI 96797

Closing Date: Position open until filled. **Priority consideration for applications received by March 29, 2024.**

Vision Statement

KULIA I KA NU'U. E HELE ME KA PU'OLO!

(To always strive to reach the summit and to make every person, place, or condition better than before)
This is our commitment to engage, motivate, and change our community for the better and to make Hawai'i the safest place to live.

Mission Statement

Assist the Court in the fair administration of justice by respecting the presumption of innocence; avoiding unnecessary detention; conducting thorough investigations; providing unbiased, verified reports; making informed recommendations; and inspiring individuals to rehabilitate and reunify with the community, with the goal of protecting and improving Hawai'i.

Values

MALAMA – To take care of; to serve and to honor

HO'OHANOHANO – To honor the dignity of others; to conduct yourself with distinction; to cultivate respectfulness

PONO – Rightness and balance; the feeling of contentment when all is good and right

The United States Probation and Pretrial Services Office in the District of Hawaii is a career-oriented organization focused on providing exceptional service to the court, members of the legal community and the general public. Currently, we are seeking applicants for full-time Administrative Support staff in the role of **Probation Support Technician or Administrative Assistant**, depending on qualifications and experience at the time of appointment.

The incumbent will provide office reception in accordance with internal policies and procedures, along with specialized administrative and technical support in a wide range of areas to ensure the smooth and efficient operation of the office.

REPRESENTATIVE DUTIES:**As a Probation Support Technician, the incumbent would be expected to:**

- Provide general clerical office support such as receive and distribute mail. Process travel and expense reimbursement documents.
- Perform duties by greeting visitors/callers in person and by telephone, answering routine questions, and directing visitors/callers to the appropriate person or department.
- Scan case files and upload documents to PACTS and document storage system. Assist with data entry, as required.
- Perform backup clerical duties including mail sorting, filing, photocopying, faxing, and document delivery, as required.
- Provide administrative assistance to managers, supervisors, and other staff, as required.
- Create new investigative files at the direction of probation officers and maintain files up-to-date and in accordance with established office policies and procedures.
- Format, type, edit, and finalize reports and correspondence from rough drafts using word processing equipment. This may include, but is not limited to, documents such as presentence investigation reports, supervision case plans and reviews, and memoranda or reports to the court.
- Assist with conducting online criminal record checks through local or national law enforcement systems at the direction of probation officers.
- Perform other duties as required.

As a Probation Administrative Assistant, the incumbent would also be expected to:

- Assist probation officers in compiling criminal histories and profiles, conducting inquiries with collateral agencies, collecting verifiable and supportable documentation, and other similar activities.
- Prepare and process forms and documents, ensuring consistency and accuracy among court-supplied documents, officer reports and related paperwork. Contact various local, state and national law enforcement and regulatory agencies to collect and record information to assist with investigations. Obtain related records regarding offenders/defendants, following established practices and protocols. Prepare and update case files and reports for investigation and supervision, at the direction of an officer and in accordance with established policies and practices
- Perform other duties as required.

REQUIRED COMPETENCIES (KNOWLEDGE, SKILLS AND ABILITIES):**At the CL 22 Level:**

- Skill in properly referring/routing telephone calls, visitors, and hand-delivered documents/materials. Skill in filing and knowledge of filing requirements. Skill in sorting, organizing, and filing documents. Ability to file, extract, and re-file documents accurately and appropriately. Ability to follow detailed instructions and multitask. Skill in organizing own work. Ability to learn the practices and procedures used in probation as applicable to the position
- Ability to interact and communicate effectively (orally and in writing) with individuals from diverse backgrounds, including law enforcement personnel, court personnel, attorneys, offenders/defendants, and the general public, to provide customer service and information while complying with regulations, rules, and procedures.
- Knowledge of software and keyboarding for word processing, data entry, email, computers, and report generation. Skill in using a multi-line telephone efficiently and in a timely manner. Skill in using standard office equipment (telephones, copiers, fax machines, scanners, etc.). Skill in keyboarding, typing, and data entry. Ability to learn how to use automated/internet systems for conducting criminal records checks.

At the CL 24 Level: (all of the above plus)

- Knowledge of the roles and functions of the federal probation and pretrial services office. Knowledge of the practices and procedures used in federal probation and pretrial services, including knowledge of the administrative requirements to support these activities. Knowledge of the criminal justice system, particularly as it relates to federal Probation and Pretrial Services.
- Knowledge of automated /internet resources and systems available for conducting background checks, criminal histories and other similar activities (such as NCIC). Knowledge of legal terminology. Ability to compile information (such as background checks and criminal histories) within established timeframes.
- Ability to identify and resolve unusual problems for resolution or referral to officers. Ability to work under pressure of short deadlines. Ability to follow detailed instructions accurately.
- Ability to establish rapport with contacts at collateral agencies for the purpose of collecting information regarding offenders/defendants.

SALARY AND QUALIFICATIONS:

Starting salary depends on education and experience. This position is graded under the Court Personnel System. At the CL-22 level, the applicant must have at least graduated from high school. At the CL-24 level, the applicant must have at least one year of specialized experience.

Specialized experience is defined as progressively responsible administrative experience requiring the regular and recurring application of clerical procedures that demonstrate the ability to apply a body of rules, regulations, directives, or laws and involve the routine use of specialized terminology and automated software and equipment for word processing, data entry or report generation. Such experience is commonly encountered in law firms, legal counsel offices, banking and credit firms, educational institutions, social service organizations, insurance companies, real estate and title offices, and corporate headquarters or human resources/payroll operations.

BENEFITS:

Although Federal Government Civil Service classifications/regulations do not apply, court employees are entitled to similar benefits as other Federal Government employees. These benefits include participation in the Federal Employees' Retirement System (FERS), a three- tier system which includes the Social Security Retirement Program, a basic pension benefit and the Thrift Savings Plan (similar to a 401k plan with employer matching contributions), as well as Federal Employees' Health, Dental and Vision Benefits, Federal Employees' Group Life Insurance and Long-Term Care Programs, Flexible Benefits Program, paid holidays and annual/sick leave accrual. See the United States Courts website for an overview of [Federal Judiciary benefits](#).

CONDITIONS OF EMPLOYMENT:

Applicants must be United States citizens or eligible to work in the United States. All application information is subject to verification. Court employees are required to adhere to the [Code of Conduct for Federal Judicial Employees](#). This position is subject to mandatory electronic funds transfer for payroll direct deposit.

BACKGROUND INVESTIGATION:

Also as a condition of employment, the selected candidate must successfully complete a Federal Bureau of Investigation (FBI) background investigation, defined as a technical fingerprint search of the criminal history records of the FBI national fingerprint database.

HOW TO APPLY:

It is recommended that applications be submitted as soon as possible. To ensure consideration, qualified applicants must submit one each of all of the following documents, converted to pdf and combined into a single applicant packet:

- 1) A letter of interest which includes a narrative statement which addresses qualifications, skills and relevant experience;
- 2) An updated resume;
- 3) A completed and signed "AO-78 Judicial Branch Application for Employment" [fillable form can be found on our website under Employment Opportunities, at www.hid.uscourts.gov.]
- 4) Three professional references with current contact information.

You must submit **ALL** required documents to be considered for this opportunity; incomplete packets may disqualify an applicant from consideration.

Please submit all documents combined as one PDF via email to: careers@hid.uscourts.gov with subject line: **VA 24-01 Probation Administrative Support (your name)**.

The U.S. Probation Office will only communicate with those individuals who will be invited for personal interviews and only applicants who are interviewed will receive a written response regarding their application status. The U.S. Probation Office is not authorized to reimburse candidates for interview or relocation expenses.

The District of Hawaii, U.S. Probation Office reserves the right to modify or withdraw this vacancy announcement, or to fill the position any time before the closing date, or to fill more than one position from this vacancy, any of which may occur without prior written or other notice. If a subsequent vacancy of the same position becomes available within a reasonable time of the original announcement, the Chief U.S. Probation Officer may elect to select a candidate from the original qualified applicant pool.

The Judiciary is committed to hiring, developing, and training a diverse workforce and supporting a workplace in which everyone is treated with dignity and respect.



The image is a promotional graphic for the U.S. Probation and Pretrial Services District of Hawaii. It features a dark blue background with a gold and white seal of the U.S. Probation and Pretrial Services District of Hawaii on the left. The seal depicts an eagle with wings spread, holding a shield and a banner, with a star above its head. The text "U.S. PROBATION AND PRETRIAL SERVICES" and "DISTRICT OF HAWAII" is written around the seal. Below the seal, the text "U.S. PROBATION AND PRETRIAL SERVICES" and "DISTRICT OF HAWAII" is displayed in white and gold. A gold button with the text "DISTRICT OF HAWAII" is positioned below the text. At the bottom left, there is a phone icon next to the number "808-541-1400" and a globe icon next to the URL "https://www.hid.uscourts.gov/home/us-probation-office". On the right side, there is a large QR code with a star in the center.