



Pennington County
Staff Assistant IV
(Non-Exempt B22)

Position Objective:

The Staff Assistant IV assigned to the 24/7 Program provides general administrative and customer service support. The Staff Assistant IV reports to the Program Coordinator and works as a peer to the 24/7 Technician staff assisting with testing duties as needed. This position requires exceptional attention to detail, program specific knowledge and strong organizational skills.

The Staff Assistant IV is typically assigned to work between the hours of 8am and 5pm Monday through Friday. This position qualifies for a flexible work schedule per Global Policy as coordinated with supervisor.

Essential Functions:

- Overseeing, tracking and updating participant information in the state database, local records management system and court system.
- Tracking participant enrollment, essential requirements and supporting documentation.
- Assisting with day reporting testing to include the collection of PBT readings
- Auditing email communication for violations and correcting errors
- Issuing warrants through the clerk of courts for program violations
- Coordinating client orientation and preparing applicable paperwork
- Assisting with general office duties to include: filing, faxing, copying, data entry and scanning.
- Providing excellent customer service in person and via phone.
- Preparing professional written communication as directed on behalf of the program
- Assisting with statistical tracking, entry and reporting.
- Creating and maintaining forms
- Updating the statewide 24/7 personnel contact list
- Performing quality assurance of program records.
- Assisting 24/7 Technician staff as needed during testing hours.
- Assisting the Work Program Coordinator with administrative tasks as requested.
- Working cooperatively with interested parties, such as Judges, Court Service Officers, Parole Agents, Parole Officers, States Attorney's Office, Public Defender's Office, Law Enforcement, and the Department of Social Services.
- Attending meetings and trainings as required
- Adhering to policy and procedure
- Performing other duties as assigned

This job specification should not be construed to imply that these requirements are the exclusive duties of the position. Incumbents may be required to follow any other instructions, and to perform any other related duties, as may be required.

Experience and/or Education Required:

- High School Diploma or GED

- 2 years related experience (clerical, general administrative or bookkeeping)
- Valid South Dakota Driver's License

Working Environment:

Work is performed in an office environment. Position will be exposed to those released from incarceration on pretrial or sentence conditions.

Physical Requirements:

While performing this job the employee is required to sit, use hands, talk and hear. The employee is frequently required to walk, sit, and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision.