



Charles County Sheriff's Office Job Description

Approved:

Date:

Job Title: Domestic Violence Specialist I
Unit: Domestic Violence Unit
Section: Judicial Services Section
Division: Special Services Division
Bureau: Administration
Reports To: Supervisor, Domestic Violence Unit
FLSA Status: Non-Exempt
Prepared By: K. Burrows
Prepared Date: September 2016
Salary Level: Grade 6
Scale: 1

SUMMARY:

This **non-critical** position involves work relative to the receipt and dissemination of court ordered domestic violence related documents, placement of detainees, entering data into various computer systems, and disseminating this information to appropriate agencies in the county, in and/or out of state. Work is routine and regulated by standing orders. The employee receives supervision from, and reports directly to, the Supervisor, Domestic Violence Unit. Work is evaluated through observations, conferences, and reports.

ESSENTIAL DUTIES:

This is a generalized job description. Specific duties and responsibilities may vary, depending on the assigned location. Duties and responsibilities may be added, deleted or changed at any time at the direction of management, formally or informally, verbally or in writing.

Receive criminal summonses, warrants, writs of attachments, interim, temporary and final protective orders, show cause, and modification orders from Charles County courts and other jurisdictions.

Perform warrant validations.

Perform protective order validations monthly.

Check various court documents for accuracy and completeness, ensuring measures are taken to have these documents corrected and/or modified.

Enter documents in the Agency's computer system obtaining a tracking number for each, establish distribution, and enter relevant notes.

Inquire and retrieve Maryland and national criminal history reports pertaining to wanted subjects and protective order respondents.

Prepare a control sheet using the information obtained plus information received from the FBI, Motor Vehicle Administration (MVA), CCSO system files, and court documents.

Enter information, when appropriate, into METERS/NCIC computer system, obtaining the NIC number.

Maintain active order files by expiration date, clearing from appropriate computer systems when expired, documenting clearances, and moving files to expired order files.

Confirm computer entries on closed out documents which have been served or not located and return to the appropriate issuing agency documents to show status.

Compile and document corrections/changes to the Agency's master file. Forward this information to the Supervisor of the Domestic Violence Unit for signature and send authorized information to the Management Information Systems (MIS) Section for implementation.

Add additional information to master name file when needed from a court document.

Complete return actions on documents recalled by courts, to include retrieving any detainers sent to outside detention facilities.

Forward to appropriate law enforcement or detention facilities warrant detainers for subjects incarcerated who must be served prior to release from detention.

Coordinate transportation of incarcerated subjects wanted by Charles County, when necessary, from current lock up facility to Charles County Detention Center (CCDC).

Assist in processing applications for the AWARE alarm program. Review requests with Domestic Violence Officer to determine need. Prepare documentation for log book; make copy of documentation for the Communications Unit. If approved, coordinate the installation with the alarm company.

Coordinate with the alarm company and the petitioner for removal of the alarm when protective order expires. Maintain an accurate listing of current/expired orders in the Agency computer.

Communicate and coordinate with assigned officers by telephone, pager, portable phone, and written message passing pertinent information on wanted subjects, court information, etc.

Confirm wants and warrants on persons identified by officers as possible wanted subjects. Locate, retrieve, and pass along documents to officers for service.

Contact the courts daily in reference to the service and status of documents and to coordinate the appearance of persons in court.

Receive visitors, phone calls, and inquiries to assist in solving questions and/or problems from both outside and inside the Agency.

File, maintain, and retrieve various records by updating hard copy and database files.

Receive, sort, and distribute incoming mail to appropriate individuals within the Judicial Services Section and Agency.

Create, type and distribute various correspondence, reports, letters, memos, etc.

Maintain accurate and current file of master copies of Agency forms used by the Domestic Violence Unit.

Responsible for printing and distributing to appropriate personnel the work schedule for Judicial Services Section personnel, when directed.

Process checks for Peace Order service; post in system and run deposit report.

Compile monthly, quarterly, and year-end statistical reports for the Judicial Services Section, as required.

Responsible for communicating computer problems of the Domestic Violence Unit to the MIS Section.

Maintain office supply inventory for the Domestic Violence Unit.

Answer incoming phone calls, determine purpose of call, and forward to appropriate personnel.

Attend and participate in meetings and training sessions, as required.

Perform other related duties, as assigned.

SUPERVISORY RESPONSIBILITIES: N/A

QUALIFICATIONS:

Knowledge of the principles and practices, rules and regulations found in Standard Operating Procedures (SOP), and other manuals pertinent to the assigned job classification.

Ability to be certified under the Criminal Justice Information System (CJIS) Certification Program for access into the State and federal computer networks.

Read, write, comprehend, and speak English in a clear, effective manner, using proper pronunciation, diction, and grammar.

Possess thorough knowledge of business English, spelling, and punctuation.

Communicate effectively and coherently with other Agency personnel and the public, either in person or by the telephone.

Ability to write, compose, and develop documents, manuals, and other literature.

Apply knowledge, experience, and reason to arrive at effective decisions for routine situations.

Knowledge in the use of office equipment such as a multi-line phone system, calculator, computer, fax, copy machine and scanner.

Ability to utilize a high level of discretion, good judgment, and confidentiality.

Ability to maintain a high level of accuracy in assigned tasks.

Ability to organize and determine priorities of diverse assignments.

Ability to compose and type accurately and with reasonable speed, a variety of correspondence, reports, and other materials from rough draft or handwritten copy.

Ability to perform a variety of clerical assignments requiring considerable accuracy.

Ability to enter and retrieve data from various computer systems.

Ability to assimilate information from a variety of resources. Analyze, evaluate, and select, often with limited information, the best course of action.

Ability to read and comprehend various documents.

Ability to maintain composure and work effectively in situations of on the job pressure.

Must pass a typing test at a minimum speed of 25 words per minute.

Must pass clerical skills tests, to include spelling, grammar, and data entry tests.

Ability to pass a comprehensive background investigation.

Ability to pass random drug screening.

EDUCATION and/or EXPERIENCE:

Graduation from a recognized high school or possession of a General Education Development (GED) certificate recognized by the Maryland State Board of Education.

One (1) year of computer and clerical experience which includes skills as a qualified typist, or, any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

GENERAL CHARACTER REQUIREMENTS:

It is a business necessity that the employee, as a member of the Charles County Sheriff's Office, possess a history and exhibit the characteristics of honesty, reliability, integrity, and interpersonal skills.

Any criminal conviction/arrest may be grounds for disqualification.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in a multiple office setting with frequent interruptions.

Establish and maintain effective working relationships with coworkers and supervisors.

Appropriately accept supervision, criticism, and evaluation.

Exhibit and maintain professional decorum at all times.

Exhibit sensitivity to people from varying ethnic, religious, sexual, and socioeconomic backgrounds.

Deal tactfully, effectively, and equitably with people, both within and outside the Agency.

Sit for prolonged periods of time, answering the telephone, and operating computer equipment.

Read computer screens and be able to distinguish colors.

Climb a step stool or stoop down to reach file drawers just above or below arm level.

Manipulate keys and keyboards, file drawer latches, and file folders (locating, removing, inserting).

Must perform work in accordance with sound safety practices.

Must report for duty in a regular and punctual manner.

Must work overtime when deemed necessary by the Agency.

May be required to work varying hours on a rotating schedule including days, evenings, midnights, weekends, and holidays.

Comply with Agency policies and procedures as outlined in the Administrative and Operational Manual.

09/2016