



## WASHINGTON COUNTY, ARKANSAS

### County Courthouse

#### MEETING OF THE WASHINGTON COUNTY QUORUM COURT PERSONNEL COMMITTEE

Monday, February 11, 2019  
6:00 P.M.  
Washington County Quorum Court Room

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#### A G E N D A

1. Call to Order
2. Prayer and Pledge
3. Introduction of Committee Members – Members of the 2019-2020 Personnel Committee are: Susan Cunningham, Judith Yanez, Lisa Ecke, Sam Duncan, Shawndra Washington, Sue Madison, and Butch Pond.
4. Selection of Chair/Vice Chair
5. Adoption of Agenda
6. Review the Responsibilities of the Personnel Committee: The responsibilities of the Personnel Committee are to review and make recommendations regarding the development of a comprehensive human resource system for Washington County. This includes salary levels, policies, affirmative action review, employees insurance, fringe benefits, and travel policies.
7. Overview of the Job Evaluation and Salary Administration Program – Blair Johanson (7.1 - 7.2)
8. Request from Judge Stacey Zimmerman to Change the Position of Lead Juvenile Officer/Specialized Police Officer, Grade 19 to Manager-Lead Juvenile Officer/SPO, Grade 21 in the Circuit Court III Budget for 2019. (8.1 – 8.5)
9. Request from Judge Stacey Zimmerman to Change the Position of Lead Juvenile Officer/Specialized Police Officer, Grade 19 to Lead Juvenile Officer, Grade 18 in the Circuit Court III Budget for 2019. (9.1 – 9.6)
10. Request from Judge Stacey Zimmerman to Change the Position of Juvenile Officer II, Grade 16 to Juvenile Probation Officer/SPO, Grade 16 in the Circuit Court III Budget for 2019. (10.1 – 10.3)

11. Request from Judge Stacey Zimmerman to Change the Position of Juvenile Officer II, Grade 16 to ERC Juvenile Officer II, Grade 16 in the Circuit Court III Budget for 2019. (11.1 – 11.3)
12. Other Business: Any other business to be discussed by the Committee will be brought up at this time.
13. Public Comments
14. Adjournment

**Washington County Personnel Committee  
Job Evaluation and Salary Administration Program (JESAP) Overview  
February 11, 2019**

**Washington County Quorum Court**

- Review and approval of County positions
- Review and approval of County pay structure
- Review and approval of County personnel budget on annual basis
- Receive annual compensation study update and recommendations, adopt recommendations or decide on other options based on budget constraints and other factors.
- Review and approval of County Job Evaluation and Salary Administration Program policies as recommended by the Personnel Committee and the JESAP Job Evaluation Committee

**Washington County Personnel Committee – As it relates to Positions and Pay**

- Review and approval of County JESAP Personnel Policies
- Review and approval of County positions/pay – outside of approved FY budget
- Review and approval of requested exemptions to the County’s Job Evaluation and Salary Administration Program

**Washington County JESAP Job Evaluation Committee**

- Elected Officials, Personnel Committee Chair/JP, Compensation Consultant, Road Superintendent and HR Director – Ex Officio. Open meetings
- Review and approval of job descriptions, job ratings and pay grade placement based on revised job descriptions and new job descriptions submitted by Elected Officials and Department Heads
- Review and approval of Catastrophic Leave Requests

**JESAP Overview History and Comments:**

- JESAP job reviews and job ratings system since 1985
- New and existing job description reviews and job ratings on an as needed basis with most of the reviews and job ratings occurring during the months prior to budgeting planning sessions

**Compensation Consultant**

- Review County job descriptions and job ratings on an as needed basis
- Completion of market pay study update with recommendations (September-October) each year
- Recommendations for employee pay adjustments based on market pay study results
- Periodic recommendations to adjust the County’s pay structure (Average – every 3 to 4 years)
- Meet with newly elected officials for assistance with reorganizations and JESAP process
- Facilitate mostly monthly JESAP JEC meetings and provide insight on job descriptions/ratings

**Increasing the County’s Pay Structure**

Benefits:      \* Pay structure stays competitive  
                   \* Offer a competitive starting minimum wage  
                   \* Help to keep long-tenure employees from staying at the pay grade range maximums

Challenges:   \* County’s ability to fund employees’ pay adjustments for employees with pay under new pay range minimums

## 2. PROGRAM OF SALARY ADMINISTRATION

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### A. Introduction and Purpose

The County has instituted a program of job evaluation and salary administration for all salaried personnel that will attract and retain qualified employees; reflect the relative value of jobs; be externally and internally consistent and fair; and provide the flexibility to reward employees on the basis of individual performance and contributions to achieve the County's mission and goals.

The principal aims of the salary administration program are as follows:

1. Equitable distribution of the salary dollars based on an employee's contribution to the County, with emphasis upon attainment of the performance standards for each position.
2. County's salary levels are competitive with external salary levels.
3. Provide a sound and continuing salary administration program which will aid in eliminating salary inequities, assist in the proper management of salaries, provide means for relating performance to salaries, plus employee performance evaluations.

Having formulated Washington County's salary administration program, its ongoing success will depend upon how well it is administered for each person while being accountable for effective salary administration. Equitable salary policies have been established and must be administered consistently throughout all the areas of Washington County's operations to assure receiving the greatest return from each salary dollar.

## 3. SALARY ADJUSTMENTS

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### A. Types of Increases:

Salaried personnel may receive a base salary increase through cost of living adjustment, merit and/or promotion.

### Payment Within The Range:

The goal of the salary administration program is to reach a point where all employees shall be paid at an equitable level within the prescribed salary range for

their classification, with each position having a prescribed salary grade. No employee will receive a salary adjustment that causes the person's salary to fall above salary range. The purpose of a salary range is to fully compensate employees for proven performance as related to the performance standards and goals for a respective position. The range should be viewed as a continuum, stretching from acceptable performance at the bottom to superbly outstanding at the top, or maximum. Thus, common sense salary administration adjustments, and not some mechanistic formula, are required in administering salaries within the upper half (quartiles 3 and 4) of the range, based upon employee performance as related to standards and other aids used to assess performance.

**B. Hiring Rate:**

1. In most cases, all full-time employees shall be hired at the minimum rate for their grade range. The County will allow an individual new hire to be paid up to halfway between minimum and midpoint for the position's salary range given the person has additional experience, education, etc. that add value to the position. These additional attributes and the negotiated amount will be presented to the Job Evaluation Committee for review and approval. In general, pay in excess of minimum will be supported by additional related experience that exceeds the minimum required experience as noted in the position description. There will be a mandatory limit of 120 calendar day after a new employee's hire date for a salary adjustment based on education and experience that exceed the job's minimum requirements. Any exception to this policy must be approved by the Personnel Committee.
2. In the case where an Elected Official or Department Heads is at risk of losing a potential new hire while waiting to seek approval from the Job Evaluation Committee at its next regularly scheduled meeting, the Elected Official or Department Head may make an above minimum pay rate offer to the new hire per the above stated hiring rate policy. The Elected Official or Department Head must inform the new hire that this pay rate is pending and subject to JEC approval. The Elected Official or Department Head will present the additional attributes of the new hire and the offered pay rate to the Job Evaluation Committee for review and approval.

(Rev. November 10, 2005)

**C. Salary Range Quartiles**

The quartile principle of salary administration has proven to be an effective control in correlating performance and merit salary progression. The salary range is composed of four parts, representing levels of accomplishment.

*Example:*

<u>Automatic Step Adjustments</u>		<u>Performance Based Adjustments</u>	
Q1	Q2	Q3	Q4
Minimum	Mid-Point		Maximum
<b>MARKET</b>			

- a. First Quartile - for those whose performance is acceptable but not yet fully satisfactory. Usually these are new employees - new to a given job or to the County organization.
- b. Second Quartile - up to and including the mid-point, should be used for compensating those whose performance is fully satisfactory and who are doing a good, completely adequate job, including meeting the respective standards of performance for the job's goals. This is considered the Going Rate for market for full productive employees.
- c. Third Quartile - should be entered only when an individual's performance is clearly superior and significantly above that which would normally be expected; thus, the incumbent is exceeding the standards of performance for the job's goals.
- d. Fourth Quartile - should be reserved for compensating outstanding performance, unusual and exceptional achievement, which includes those persons who are ready for promotion to a higher position due to qualifications and a sustained high level of performance in excess of the agreed upon performance standards.

**D. Merit Increase Eligibility:**

1. Each year all full-time county employees will be evaluated based on their past year's performance, using the County's performance appraisal form. All appraisals must be completed and reviewed by the employee and his/her immediate supervisor. Once the meetings have taken place, all original appraisal forms will be submitted into the Human Resources Office by November 15 of each year.

2. Recognizing that the merit allocation to an employee is based on a person's performance, the performance appraisal will assist the supervisor or department head in determining the percentage merit an individual will receive. Merit pay adjustments approved by the Quorum Court will be allocated annually to deserving employees who met the eligibility requirements for merit based on their performance. Employees with less than one year of employment will receive a pro-rata share of the merit adjustment. Merit adjustment will not cause employee to go over the maximum of their respective range.

**E. Limit of Merit Increase:**

The amount of merit increase in a given twelve-month period should not be more than five percent of the employee's base salary and/or a different percentage as directed by the Quorum Court. The exact amount of merit increase should be determined by considering: (1) the organization component's salary budget, (2) the incumbent's performance position within the salary range, (3) the general pattern of merit increases throughout the various County organizations, and (4) other factors such as the immediate future of the individual with respect to promotions. Any exception to this policy must be approved by the Personnel Committee.

**F. Promotional Increase Eligibility:**

An employee may be eligible for promotional increase at any given time during the year provided the individual's classification has been changed to a higher salary range due to assignment of additional duties and accountabilities as formulated through the County's job evaluation.

**G. Limit of Promotional Increases:**

The amount of a promotional increase for employees promoted to an existing County position with a greater level of accountability and corresponding classification/grade must be to the minimum salary range of the position the employee is being promoted to or up to halfway between the salary range minimum and the midpoint, or up to a five-percent (5%) increase above the employee's present salary. These promotional salary adjustments will be at the discretion of the Elected Official. If the employee's current base salary exceeds the new position's salary range midway point between the minimum and midpoint, then the employee will receive a five-percent increase on their current base salary. Any promotional increase that exceeds the above criteria requires approval of the Personnel Committee of the Quorum Court. Unbudgeted funds for promotional increases must be approved by the Finance Committee. The new salary shall be determined by the



individual's qualifications, time and experience with the County and previous superior performance. Promotional increases shall be separate from merit increases. (Revised and adopted on 9/9/04)

#### **H. Pay Increases for Re-rated/Re-classified Positions:**

An employee may be eligible for an adjustment in pay if the individual's classification/job grade has changed as a result of a position re-rating. Re-rated positions and subsequent changes in classifications/job grades are usually prompted by additional duties, accountabilities, education and/or experience required by the positions since their previous review and rating. In circumstances where a position has been re-rated and re-classified, an individual's pay will be adjusted to the new classification/grade salary range minimum unless their present pay exceeds the new classification/grade minimum. For re-rated positions with upward movement of two or more grade levels, an individual's pay may be adjusted up to the half-way point between the new classification/grade salary range minimum and midpoint and treated as a promotion. If the employee's current salary exceeds the new classification half-way point between the grade salary range minimum and midpoint, then a 5% pay adjustment to the employee's salary would be applied. Re-rated positions must be reviewed and approved by the Job Evaluation Committee and subsequently approved by the Quorum Court during the annual budget review and adoption process. Pay adjustments will be initiated with the new budget year.

(Revised 03/04/2008)

#### **I. Salary Decreases:**

1. Due to organizational re-adjustments or demotions caused by personal matters or inadequate performance, employees may be transferred to a position having a lesser salary range. This type of transfer may necessitate a decrease in salary due to lesser duties and accountabilities.
2. The County will recognize two types of demotions that may necessitate a decrease in salary. The following two paragraphs outline the related policies to address each of these types of demotions.
  - a. An employee demoted as a result of poor performance and/or disciplinary action where the employee is transferred to a job with a lower grade than their current job will enter the new job with a pay rate at the minimum of the new position salary range.



- b. An employee demoted due to organizational re-adjustments or a voluntary demotion where the employee is transferred to a job with a lower grade than their current job, will enter the new job with a pay rate between the new position salary range minimum and its midpoint. In the instance that the employee held this position previously, then employee's pay will return to previous pay in that grade level. An Elected Official may desire to secure a pay level in excess of the midpoint based on County tenure and experience. Any request of pay in excess of the midpoint and supporting documentation will be submitted to the Job Evaluation Committee for review and approval and then forwarded to the Personnel Committee for their approval. The employee's pay will not exceed the grade level maximum.

**J. Merit Increase Procedures and Approving Authority**

1. Elected Official/Department Head originates the merit increase request, including support documentation, e. g. performance appraisal data.
2. Elected Official/Department Head counsels with and reviews the merit increase documentation with the County's Human Resources Administrator as to:
  - a. Completeness of the information.
  - b. Availability of salary budget funds.
  - c. Relationship of the merit request as to current criteria and policies.
3. The Job Evaluation Committee reviews the merit increase requests and will send observations and recommendations to the Personnel Committee of the Quorum Court. The Personnel Committee of the Quorum Court approves, rejects, defers, or takes such actions as are in the best interest of Washington County government.
4. Human Resources Department processes the merit increase request as follows:
  - a. Advises Elected Official/Department Head regarding the disposition of the request.
  - b. Processes the payroll and other forms relating to the salary change.

5. After the Quorum Court approves the payroll budget (part of the overall budget), Elected Official/Department Head can advise their employees of the forthcoming increase in salary resulting from merit recognized performance.

#### 4. SALARY ADMINISTRATION BUDGETS AND REPORTS

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##### **A. Salary Administration Controls**

In order that the day-to-day administration of salaries may be effectively performed, and at the same time attain overall county-wide salary objectives, there is a requirement for administrative controls as outlined in this policy statement. These controls will keep the County's administrators informed on the exact status of salary administration throughout the various organization components.

##### **B. Overall Salary Budgetary Control:**

The purpose of this type of budgetary control is to permit the Administrators and government bodies to determine the salary funds to be allocated for salary changes on a yearly basis. Prior to January 1 of each year, Administrators and the Quorum Court will determine the County's total personnel salary increase allocation and a breakdown of each major organization component.

##### **C. Quarterly Salary Report:**

The Quarterly Salary Report will be prepared by the Human Resources Department, and it will reflect total salary data by major organization components, relating total actual salaries paid to employees to authorized base salary for a given year.

#### 5. GUIDELINES FOR SALARY RANGE MANAGEMENT

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1. The Administrators can expect that a sound job evaluation program will provide justifiable measurement of value for each position in the County's organization. This measurement, together with an examination of what other organizations pay for positions of comparable value, permits the County to set a "price tag" or salary range for each position. The salary range (normally forty percent from minimum to maximum), is established without consideration of what any individual in a position should be earning on a basis of the individual's performance as related to the standards for the job.

2. A performance appraisal program is an aid to salary administration and focuses its attention on the individual; more specifically, on the individual's performance in the achievement of the primary end results expected from the job. An appraisal program can provide general guides for determining where, within that forty percent range from minimum to maximum, an individual's salary belongs and how much of an increase the person may be entitled to according to the continued performance as compared with the standards for the person's goals and accountabilities.
3. The installation of sound job evaluation and performance appraisal programs can turn out to be futile gestures unless they are properly coordinated, integrated and administered; especially, the administration of base salaries as they are affected by performance.

**A. The Structure of a Salary Range:**

1. Though job evaluation is conducted without direct regard to any individual's performance, the evaluation must be based on an absolute criterion of "acceptable" performance. (Acceptable - "capable or worthy of being accepted; satisfactory, sufficient" by meeting the prevailing standards of performance.) The job is evaluated according to an acceptable criterion of performance; and the appraisal of any incumbent's performance, whether that incumbent be an inexperienced newcomer or a seasoned veteran, must relate to that same absolute criterion.
2. This criterion establishes the midpoint of the salary range within which salaries may be positioned according to the performance of the position incumbents. The normal minimum salary for the range is 80% of the midpoint; the normal range for the maximum is 120% of the midpoint. Between the minimum and maximum, performance zones are established as illustrated on the following page for the administration of salaries.
3. The vast majority of employees can usually be accommodated within three middle zones. Though the boundary lines between zones are somewhat fuzzy, there should be little difficulty in classifying individual performance for salary administration.

**B. Anatomy of a Salary Range for County Personnel:**

**Maximum**

CONSISTENTLY EXCEEDING JOB REQUIREMENTS. This zone is normally reserved for those individuals whose outstanding performance is clearly obvious.

AT TIMES EXCEEDING JOB REQUIREMENTS. Zone for seasoned employees whose performance is noticeably better than "meeting job requirements".

MEETING JOB REQUIREMENTS. Zone for seasoned employees whose performance is "capable or worthy of being accepted; satisfactory,

Midpoint=====

SUFFICIENT. A zone where the person is meeting the standards of performance. Midpoint is considered the current market rate.

PROCESSING TO MINIMUM REQUIREMENTS. Zone for employees whose performance is close to "meeting job requirements" but the need for further development is recognizable as to the quantitative and qualitative standards.

NEEDS IMPROVEMENT. A provisional zone for inexperienced newcomers and others whose performance is clearly below the "meeting job requirements" level. Employees should either move up in the range or out of the position in a relatively short time.

Minimum

**C. Salary Positioning:**

1. Both the incumbent in a job and the person who will appraise the individual's performance must have a clear and common understanding of what constitutes "meeting job requirements" performance.
2. The problems of salary positioning do not begin and end with "performance." Even those who feel that it is the most important factor recognize that there are other "facts of life" which are always present and which must always affect the outcome. The elected official or department head is obliged, by both reason and reality, to weigh all of the following considerations when locating each incumbent's salary within a range:
  - a. First and foremost, performance in the recent past as related to the standards for the job;

- b. Second, present salary and past salary treatment;
- c. Third, years of service in a position or equivalent seasoning. (Under normal conditions, seniority relates to performance.)
- d. Fourth, expectation of future potential must also receive consideration as such relates to the performance of the individual.

**D. Salary Adjustments - "Merit Increases":**

- 1. Management can install practical controls or guides which will indicate the acceleration rate as a function of the performance rating and the years in a job. Normally, the rate is faster in the earlier years, when service and seasoning tend to be synonymous, than in the later years when service becomes more redundant.
- 2. It is possible to anticipate and plot, within a close approximation, the salary growth of any job incumbent as a function of the years the person remains in the job and the person's performance ratings during those years.
- 3. Though each individual management group, rightfully, has its own philosophy as to what the acceleration rates should be, various control charts and tables can be developed to match that philosophy. These serve as an administrative guide to awarding increases to each employee.
- 4. Money is a primary motivating force, but only when it is closely tied to performance. The best return in employee performance that management can expect from its investment in salary dollars will only be achieved when it has a competitive salary structure and an understandable and workable performance appraisal program, both of which must be based on a sound job evaluation program.

**6. ADMINISTRATION OF JOB EVALUATION PROGRAM**

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**A. Position Description:**

- 1. The County maintains position descriptions for each classification, with the format and content establishing the job content in perceptive and intelligible terms. The job description, which is the basic instrument for evaluation, is a functional description which:



- a. Emphasizes essential & non-essential position objectives.
- b. Denotes areas of operation and accountabilities.
- c. Defines organizational and working relationships.
- d. Outlines answerability for final results.
- e. Conveys pertinent data about the position.
- f. Highlights physical and mental requirements.

2. The following benefits will be derived from position descriptions:

- a. Basis for use in making organization studies.
- b. Basis to conduct performance appraisal and counseling functions.
- c. Selection of employees and determination of training needs.
- d. Help in formulating individual development plans.
- e. Preparation of positions' goals and objectives.
- f. Establishment of job valuation and lines of progression.
- g. Means of communicating with new or prospective employees.

**B. Position Functions:**

1. The list of essential and non-essential functions represent an important part of each position description, and sets forth the end results to be achieved by each job. These functions set out what a job is to accomplish to have an effect on end results.
2. Essential function information is utilized as follows:
  - a. Merit increases are based on performance or progress measured against the job's essential functions.
  - b. Formulation of goals, objectives, standards, and expected end results for each position. If there is no agreement on what the incumbent is to accomplish, how can there be agreement on whether the employee got there?
  - c. Provides a basis for performance appraisal of the employee, whereby the supervisor can review with an employee the critical elements, the "makes or breaks" of the employee's job.
  - d. Provides a means for focusing attention and effort on the prime purposes of the job and County operations.

- e. Furnishes the County with the most appropriate organizational structure design.

**C. Position Analysis Questionnaire:**

The first step in determining the value of a position is the completion of a Position Analysis Questionnaire (PAQ). The PAQ provides a set of standard questions to identify the purpose of a position, the position's principal job duties and work responsibilities, the job knowledge and experience required to perform in the position and the skills, working conditions and physical demands of the position. The PAQ ensures consistency by rating each position on the same fifteen factor job rating approach, which includes:

Knowledge and Skill Requirements:

1. General Experience
2. Management Experience
3. Education
4. Initiative and Ingenuity
5. Mental Demand
6. Analytical Ability/Problem Solving

Responsibilities:

7. Responsibilities for Work of Others (Supervision)
8. Responsibilities for Funds, Equipment, Property, Etc.
9. Responsibilities for Accuracy
10. Accountabilities (End Results)

Contacts/Human Relations:

11. Contacts with Public
12. Contacts with Employees

Efforts:

13. Machine and Computer Operations
14. Working Conditions/Hazards
15. Physical Demands

**D. When to Complete a PAQ:**

One of three events indicates the appropriateness of submitting a PAQ and requesting the evaluation of a position.

Salary Administration Policies

Revised and Adopted on 5/30/00

Revised and Adopted on 8/7/03

Revised and Adopted on 9/9/04

Revised and Adopted on 11/10/05

Revised and Adopted on 3/4/08

Revised and Adopted on 5/30/17



1. When a position is newly created.
2. When significant change has occurred in the scope of responsibilities or accountability of an existing position.
3. When the salary grade/band assignment of a position is questioned.

**E. Process for Submitting a PAQ:**

1. The position supervisor, department head and/or elected official of the position should contact Human Resources at 444-1728 to request an invitation to complete the PAQ.
2. Once the PAQ job title has been created, the recipient will receive an email invitation from the HR department's DBCompensation system with a web link to complete the PAQ form.
3. Each e-mail invitation includes a specially encoded link unique to each individual respondent and job title. No other people will be able to access the electronic PAQ without this specially encoded link.
4. Once the PAQ form has been completed, the HR department will receive a notification that the PAQ is complete and will route the PAQ to the next level of supervision (if necessary) for review and edits as appropriate.
5. After the Elected Official or Department Head has approved the PAQ/ Position Description, the Director of Human Resources will review for accuracy and then send a copy of the job description to the County's Compensation Consultant who will then review and rate the job based on the JESAP/DBCompensation job evaluation system.
6. The County's Compensation Consultant will present new job descriptions or significantly revised position descriptions, recommend job rating summaries with total job points and the pay grades for positions to the Job Evaluation and Salary Administration Program (JESAP) committee for review, questions, edits and approval.
7. New positions and revised positions requiring additional budgeted compensation dollars will be presented to the County's Personnel Committee and then proceed through the County's approval process (Finance Committee and Quorum Court) per policy requirements.

**F. Position Descriptions and Titles:**

Request for preparation of a position description for a new position should be made by the Elected Official to Human Resources. Human Resources of the Compensation Consultant, in conjunction with concerned persons, will prepare the job description and schedule it on the agenda for the Job Evaluation Committee. A newly created position should not be filled until the job has been properly described and evaluated.

**G. Maintenance of Existing Position**

1. The content of each position should be compared with the job description annually by the immediate supervisor to assure adequate maintenance of job descriptions. If there is a significant variance between the descriptions and the positions as it exists, this should be referred to Human Resources.
2. No position will be brought up for re-analysis and re-evaluation more than once a year.

**H. Position Titles**

1. The Job Evaluation and Salary Administration Program (JESAP) Committee, on a County-wide basis, has formulated job titles in keeping with the following pattern:
  - a. Placed at the beginning of the title is the term Manager, Supervisor, Director, Coordinator, etc.,
  - b. Consideration for internal and external benchmark descriptive requirements,
  - c. Titles are as short as possible and
  - d. Reflects level of accountability.
2. Required title changes are processed through the Job Evaluation Committee following the same procedure utilized for position descriptions.



STACEY A. ZIMMERMAN  
CIRCUIT JUDGE

**STATE OF ARKANSAS**  
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February 5, 2019

***Re: Request to approve the changes for several Juvenile Court staff positions***

Dear Members of the JESAP Committee and Quorum Court:

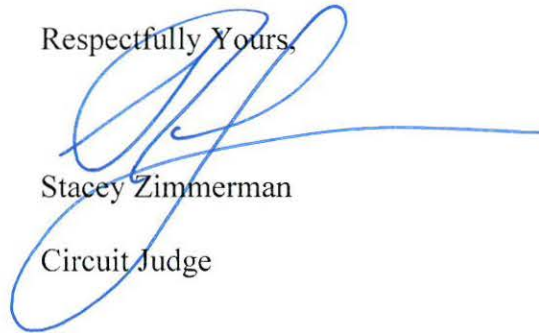
Four of our positions have been submitted to be re-rated and two require a title change. The positions are as follows:

1. **Manager- Lead Juvenile Officer/SPO, Grade 21-** this position is now a combined position with the Lead Intake Officer/SPO and the new additional responsibilities as the manager over the lead officers. This position will be held by Jeremy Kelley, he has been with our department for 12 years. See his attached summary of his current duties and accomplishments. I am requesting a 5% increase on his salary when promoting him to the Manager-Lead Juvenile Officer/SPO position.
2. **Lead Juvenile Officer, Grade 18-** Mr. Kelley will leave the vacant position of Lead Juvenile Officer and I want to promote Erica Orellana to this position. Ms. Orellana is bi-lingual in Spanish and English, she is a certified instructor in Creating Lasting Family Connections Curriculum, and has been with Juvenile court for 10 years. I am asking that she be promoted to the rate of \$21.50 an hour for salary purpose. Please see attached summary of her responsibilities and additional work she has to do as a bi-lingual officer.
3. **Juvenile Probation Officer/SPO, Grade 16-** This position is being held by Christopher Tinsley, he currently works at our Springdale Office in our Evening reporting Center Program. He will be moving to replace the vacant position Brandon McMahon left, this positions was a grade 15 an the title was Juvenile Probation Officer. I am asking that Christopher Tinsley be allowed to move to the vacant position with the current grade and salary he currently holds.
4. **ERC Juvenile Officer II-grade 16-**This is the vacant position that Christopher Tinsley will leave once he is moved to the probation side. The title was the only change in this position.

I am asking for an additional \$7,250.31 in the 2019 budget for salaries to cover the above stated changes. In the 2018 budget my department had \$56,708.87 in unspent money on salaries, and \$22, 694.95 in unspent money in Supplies/Services for a total of \$79,403.82 that was returned to the general county fund. In addition, the state of Arkansas reimbursed Washington County a total of \$191,043.26 for Juvenile Officers' Salaries. We are looking at the pay of the of the other 14 Washington County Juvenile court staff positions and may be requesting additional changes and requests for merit raises at the end of the year.

I am formally requesting that all the above mentioned positions be approved to reflect the qualifications and comprehensive experience needed for all positions.

Respectfully Yours,

A handwritten signature in blue ink, appearing to read 'Stacey Zimmerman', with a long horizontal flourish extending to the right.

Stacey Zimmerman

Circuit Judge



February 6<sup>th</sup>, 2019

To Whom It May Concern,

I have worked for the Washington County Juvenile Court since July 2006, initially as a Juvenile Officer, and then as a Lead Juvenile Officer and Specialized Police Officer. I spent the majority of my career working a probation caseload of juvenile delinquents in the Springdale area, and also served as the Lead Juvenile Officer supervising the Juvenile Court's Probation Division for the past 5 years. In January of this year, I transitioned to being the Lead Juvenile Officer supervising the Juvenile Court's Intake Division, whose officers deal with juveniles on new delinquency cases that are still awaiting adjudication.

I was recently offered a promotion to a new position as Lead Juvenile Officer Manager. In this newest position, I will continue to supervise the Juvenile Court's Intake Division, and will also supervise the three Lead Juvenile Officers that directly oversee the other three divisions of the Juvenile Court, including the Probation Division, Families in Need of Services Division, and our Evening Reporting Center.

I currently hold certifications as a Certified Juvenile Officer, a Certified Law Enforcement Officer, a Certified Police Professional Instructor, and a Certified Police Firearms Instructor. I am the Juvenile Court's primary training coordinator for topics relating to probation, intake, law enforcement, safety, and drug testing. In addition, I serve as a Court Security Officer to ensure the safety of the public and Juvenile Court staff, both at the Juvenile Justice Complex as well as out in the community during court-ordered home visits and school visits.

Besides these regular duties, I represent the Washington County Juvenile Court as a guest speaker at the University of Arkansas in courses involving Juvenile Delinquency and Juvenile Corrections. I also have the privilege of instructing at the Northwest Arkansas Law Enforcement Training Academy, where I teach police cadets about Juvenile Law, Domestic Disturbances, Runaway Juveniles, Child Abuse, and Firearms.



Jeremy Kelley  
Lead Juvenile Officer  
Washington County Juvenile Court

Calculating employee position total cost for budgeting

as of 1/28/19

Jeremy Kelley (current rate is \$22.24/hr, requesting \$23.35/hr)

January thru February @ \$22.24/hr

Inclusive items	How to calculate	Example
FT Salary	Rate x 320 hours	7,116.80
FICA	Salary x 7.65%	544.44
APERS	Salary x 15.32%	1,090.29
		<u>8,751.53</u>

\*\$22.24/hr (Grade 19)

March thru December @ \$23.35/hr

Inclusive items	How to calculate	Example
FT Salary	Rate x 1760 hours	41,096.00
FICA	Salary x 7.65%	3,143.84
APERS	Salary x 15.32%	6,295.91
		<u>50,535.75</u>

\*\$23.35/hr (Grade 21)

Budgeted for 2019 - Jeremy Kelley

Inclusive items	How to calculate	Example
FT Salary	Rate x 2080 OR Rate x 80 x26	46,259.20
FICA	Salary x 7.65%	3,538.83
APERS	Salary x 15.32%	7,086.91
		<u>56,884.94</u>

2,402.34 Increase from orig. budget to requested amount - J. Kelley

Erica Orellana (current rate is \$19.26/hr, requesting \$21.50/hr)

January thru February @ \$19.26/hr

Inclusive items	How to calculate	Example
FT Salary	Rate x 320 hours	6,163.20
FICA	Salary x 7.65%	471.48
APERS	Salary x 15.32%	944.20
		<u>7,578.89</u>

\*\$19.26/hr (Grade 15)

March thru December @ \$21.50/hr

Inclusive items	How to calculate	Example
FT Salary	Rate x 1760 hours	37,840.00
FICA	Salary x 7.65%	2,894.76
APERS	Salary x 15.32%	5,797.09
		<u>46,531.85</u>

\*\$21.50/hr (Grade 18)

Budgeted for 2019 - Erica Orellana

Inclusive items	How to calculate	Example
FT Salary	Rate x 2080 OR Rate x 80 x26	40,060.80
FICA	Salary x 7.65%	3,064.65
APERS	Salary x 15.32%	6,137.31
		<u>49,262.77</u>

4,847.97 Increase from orig. budget to requested amount - E. Orellana

## Washington County Manager - Lead Juvenile Officers/SPO Job Description

**Job Code:** 21  
**Exempt:** Yes  
**Department:** Juvenile Court Division  
**Reports To:** Circuit Court Judge/Director of Juvenile Court Services  
**Location:** Washington County Juvenile Court  
**Date Prepared:** February 04, 2019  
**Date Revised:**

### GENERAL DESCRIPTION OF POSITION

The employees of the Washington County Juvenile Court are divided into four basic groups. The divisions are Probation, FINS, Intake/Diversion, and Evening Reporting Center. There is one Lead Juvenile Officer for each of the four divisions, and each division includes approximately 3-5 subordinate Juvenile Probation Officers, Juvenile Intake Officers, and/or other Juvenile Court staff.

The Senior Lead Juvenile Officer/Specialized Police Officer has the duties of a Lead Juvenile Officer/Specialized Police Officer, and is additionally responsible for supervision of the other Lead Juvenile Officers and subordinate Juvenile Intake Officers and Juvenile Probation Officers. In addition to these extra supervisory duties and the normal duties of a Lead Juvenile Officer/Specialized Police Officer, the Senior Lead Juvenile Officer is also tasked with coordinating and teaching training for Juvenile Court staff, completing and maintaining law enforcement training and certification records for the Juvenile Court's Specialized Police Officers, researching and purchasing Juvenile Court equipment, as well as assisting and standing in for the Director of Juvenile Court Services as directed. The supervisory duties are at the direction of the Director of Juvenile Court Services or the Juvenile Judge. The Senior Lead Juvenile Officer will work in concert with the Juvenile Judge and the Director of Juvenile Court Services in the general matters of the Court.

Like the Lead Juvenile Officers and other Juvenile Intake Officers and Juvenile Probation Officers, the Senior Lead Juvenile Officer is responsible for the supervision of juvenile cases and monitoring the compliance with court order of juvenile and their families. The Senior Lead Juvenile Officer will work as part of a cohesive team and will be required to assume duties as part of a multi-faceted operation that would address an array of juvenile and family situations both judicial and non-judicial in nature. The position requires leadership, decision-making, problem solving, and accurate reporting. The Senior Lead Juvenile Officer will be required to maintain, annotate, and prepare appropriate court documents. The Senior Lead Juvenile Officer will also be responsible for FINS (Family in Need of Services), diversions, and any petitioned case until release by the appropriate authorities. This position requires the ability to interact effectively with law enforcement agencies, community care providers, juveniles, and families.

To ensure the safety of the Washington County Juvenile Court staff, visitors, clients, and members of the community, some Juvenile Officers, including the Senior Lead Juvenile Officer, will be appointed by the Judge to receive additional training and law enforcement certification as Court Security Officers. Court Security Officers will assist the Washington County Sheriff's Office with providing security for the courthouse, assist Juvenile Officers with taking juvenile probationers into custody, provide Juvenile Officers with additional security during home visits, and perform other duties as directed by the Judge.



As certified and sworn Specialized Police Officers, these Court Security Officers have the authority to make arrests both with and without a warrant, carry a firearm both on and off duty, and use force to control or terminate violent behavior and safely take offenders into custody.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Respond to a twenty-four hour on call schedule on a rotation basis with the Lead Juvenile Officers and Director of Juvenile Court Services.
2. Notify detained juvenile and family of crime(s), charge(s), and reason for detainment, including date, time, and location of detention hearing.
3. The officer will conduct the initial intake interview, take citizen complaints and confer with victims. All contact with the public will be conducted in a professional manner and in compliance with departmental policy and Arkansas law and make recommendations to the prosecutor for the appropriate course of action.
4. Work with Interstate Compact in returning juveniles to their home states when they are runaways, arrested in our county or have a warrant from another jurisdiction. Work with Interstate Compact to transfer a juvenile's probation to another state when appropriate, and to provide home studies and supervision of juveniles whose probation has been transferred to Washington or Madison County. Work with other Probation Departments throughout the State of Arkansas to provide supervision for juveniles who have moved within the State.
5. Make appropriate referrals to public or private agencies as well as schools, community based providers, Department of Human Service; to ensure clients obtain services needed.
6. Maintain close communications with all law enforcement agencies within Washington County.
7. The Senior Lead Juvenile Officer will supervise cases judicial and non-judicial in which they are assigned. The Senior Lead Juvenile Officer will monitor the client's progress as well as adherence to court orders, identifying potential problems, and taking corrective action. The Senior Lead Juvenile Officer will perform random visits to the school, home, job site or treatment facility as well as require routine office visits and maintain contacts with family, and other community agencies.
8. Maintain, update, and complete all necessary paper and computer documents to include, but not limited to:

Maintaining records of meetings with all concerned parties; psychological Assessments/reports, social data on probationer and family; receipts showing payment of fines, cost, fees, restitution, and/or completion of public service; attendance and behavior reports from school; and proof of attendance of court-ordered programs.

Prepare request for Prosecutor to file Motion for Revocation of Probation. In emergency situations, complete and file revocation papers.

Prepare the case file and all records for court hearings daily. Distribute reports to all parties before court hearings. Be available to present case information to the court when needed.

Maintain all juvenile records in a "confidential" manner, and ensure that information relating to a juvenile is not released except to authorized persons.

9. Prepare sentencing recommendations based upon consideration of the following: Number of previous offenses; seriousness of offenses; drug/alcohol abuse; psychological/behavioral problems; problems at home or school, success in meeting prior terms of probation, and any assessments by other agencies.
10. Appear in court and testify to relate successes or problems, inform the court about placement proceedings, and make recommendations about the continued detention or release of a juvenile.
11. Speak to various public and community groups regarding the juvenile court process and services when called upon, and represent the court on committees as assigned by the Judge.
12. Maintain a current knowledge of the Arkansas Juvenile Code, referral services available, shelter placement, group homes, hospital settings, therapeutic placements and treatment facilities in the IV Judicial District and the State of Arkansas.
13. Administer drug screens to juveniles and their families as ordered by the court.
14. Train and supervise Lead Juvenile Officers, Juvenile Intake Officers, and Juvenile Probation Officers, and assist in resolving problems when requested by subordinate Lead Juvenile Officers and Juvenile Officers.
15. Address complaints from the public.
16. Assist the Director of Juvenile Court Services and Juvenile Judge with interviewing job applicants and making recommendations for hiring.
17. Assist the Director of Juvenile Court Services and Juvenile Judge with preparing annual performance evaluations for subordinate Lead Juvenile Officers, Juvenile Intake Officers, and Juvenile Probation Officers.
18. Assist the Director of Juvenile Court Services and Juvenile Judge with preparing the annual budget, and monitor expenses throughout the year.
19. Assist the Director of Juvenile Court Services with purchasing decisions.
20. Assist the Director of Juvenile Court Services with other duties as directed, and stand in for the Director of Juvenile Court Services as directed, when the Director is unavailable.
21. Coordinate with outside vendors for supplies and training regarding drug testing and other equipment needs.
22. Coordinate and teach training classes for Lead Juvenile Officers, Juvenile Intake Officers, Juvenile Probation Officers, and other Juvenile Court staff.
23. Coordinate and teach law enforcement training classes for the Juvenile Court's Specialized Police Officers.
24. Research, purchase, and maintain law enforcement equipment needed for Juvenile Court's Specialized Police Officers.

25. • Complete and maintain law enforcement training and certification records for the Juvenile Court's Specialized Police Officers, as required by the state Commission on Law Enforcement Standards and Training.

- Teach as a Guest Instructor at various schools and universities, as well as the Arkansas Law Enforcement Training Center police academy.
- Take youth into custody and escort them to the Juvenile Detention Center.
- Maintain the safety and security of members of the public as well as Juvenile Court staff, both at the Juvenile Justice Complex as well as out in the community during home visits and school visits.
- Serve warrants, subpoenas, and other court papers.

26. Perform any other related duties as required or assigned.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

## **EDUCATION AND EXPERIENCE**

Broad knowledge of such fields as accounting, marketing, business administration, finance, etc. Equivalent to a four year college degree, plus 6 years related experience and/or training, and 3 years related management experience, or equivalent combination of education and experience.

## **COMMUNICATION SKILLS**

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization. Ability to write reports, business correspondence, and policy/procedure manuals; Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

## **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

## **CRITICAL THINKING SKILLS**

Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram formats.

## **REQUIRED AND PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

Intermediate: Database

Basic: Alphanumeric Data Entry, Contact Management, Spreadsheet, Word Processing/Typing

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

Under general direction, working from policies and general directives. Rarely refers specific cases to supervisor unless clarification or interpretation of the organization's policy is required.

### **PLANNING**

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work, in addition, the work operations of a group of employees, all performing basically the same type of work.

### **DECISION MAKING**

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance, either of which would affect the work operations of small organizational component and the organization's clientele.

## **MENTAL DEMAND**

Very close mental demand. Operations requiring very close and continuous attention for control of operations which require a high degree of coordination or immediate response. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

## **ANALYTICAL ABILITY / PROBLEM SOLVING**

Moderately directed. Activities covered by wide-ranging policies and courses of action, and generally directed as to execution and review. High order of analytical, interpretative, and/or constructive thinking in varied situations.

## **RESPONSIBILITY FOR WORK OF OTHERS**

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include but not limited to interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

Supervises a large group (16-25) of employees who are engaged in similar activities.

Supervises the following departments: Lead Juvenile Officers and Juvenile Officers

## **RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT**

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$150,000 to \$1,000,000.

## **ACCURACY**

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

## **ACCOUNTABILITY**

### **FREEDOM TO ACT**

Moderately directed. Freedom to act is given by upper level management guided by general policies and objectives that are reviewed by top management.

### **ANNUAL MONETARY IMPACT**

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

Very small. Job creates a monetary impact for the organization up to an annual level of \$100,000.

### **IMPACT ON END RESULTS**

Moderate impact. Job has a definite impact on the organization's end results. Participates with others in taking action for a department and/or total organization.

## **PUBLIC CONTACT**

Regular contacts with patrons where the contacts are initiated by the employee. Involves both furnishing and obtaining information and, also, attempting to influence the decisions of those persons contacted. Contacts of considerable importance and of such nature, that failure to exercise proper judgment may result in important tangible or intangible losses to the organization.

## **EMPLOYEE CONTACT**

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs, plus frequent contact with senior level internal officials.

## **USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS**

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, driver's license/cdl, etc.)

## **WORKING CONDITIONS**

Outside or inside working environment, wherein there are potential hazardous working conditions and life-threatening situations exist (fire, chemicals, electrical sources, heights, dangerous people, etc.) part of the time.

## **ENVIRONMENTAL CONDITIONS**

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

The noise level in the work environment is usually moderate.

## **PHYSICAL ACTIVITIES**

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

Moderate diversity, low physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which are not as varied as those positions with high-level diversity and decision-making.

While performing the functions of this job, the employee is regularly required to sit, use hands to finger, handle, or feel, talk or hear; occasionally required to 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; distance vision; peripheral vision; depth perception; and ability to adjust focus.

## **ADDITIONAL INFORMATION**

### **SUPERVISORY RESPONSIBILITIES:**

The Senior Lead Juvenile Officer will supervise the Lead Juvenile Officers and Juvenile Probation Officers, and assist the Juvenile Judge and the Director of Juvenile Court Services, and will have responsibility for the direct supervision of 3-4 Lead Juvenile Officers and the indirect supervision of approximately 10-15 Juvenile Intake Officers, Juvenile Probation Officers, and other Juvenile Court staff. He/she will work with the Juvenile Judge and the Director of Juvenile Court Services on matters including interviewing, making recommendations for hiring, and training employees; planning, assigning, and directing work; serving as the on-call supervisor on a rotation basis with the Lead Juvenile Officers; addressing complaints and resolving problems; monitoring and providing supervision of Lead Juvenile Officers, Juvenile Intake Officers, and Juvenile Probation Officers in Washington County, maintain yearly juvenile court statistics; as required, assist with program development and procedures; attend staffing meetings; research and purchase equipment, and coordinate and teach various training for subordinate staff.

In conjunction with the Judge and Director of Juvenile Court Services, he/she will assist in preparing the yearly budget, monitor expenses throughout the year, and make purchasing decisions.

### **EDUCATION and/or EXPERIENCE:**

The officer should possess a Bachelor's Degree in a related field plus six (6) years of work experience; or equivalent combination of education and experience. In addition, the Senior Lead Juvenile Officer should have at least three (3) years of supervisory experience and at least three (3) years of law enforcement experience.

The Senior Lead Juvenile Officer must currently hold a certification as a Certified Juvenile Officer, or complete a 40 hour Juvenile Officer Certification Training provided by the Arkansas Office of the Courts. The Senior Lead Juvenile Officer must currently hold a certification as a Certified Specialized Law Enforcement Officer, or complete a 120 hour Basic Law Enforcement Training Course to obtain certification as a Specialized Police Officer through the Arkansas Commission on Law Enforcement Standards and Training. The officer must currently hold a certification as a Certified Police Professional Instructor, or complete or complete a 40 hour Instructor Development training by the Arkansas Commission on Law Enforcement Standards and Training. The officer must currently hold a certification as a Certified Police Firearms Instructor, or complete a 40 hour Firearms Instructor training by the Commission on Law Enforcement Standards and Training. The officer must pass a background check, as well as a physical and psychological evaluation, in order to receive law enforcement training and certification. The officer must complete a minimum of 16 hours of training annually to maintain these law enforcement certifications.

The Senior Lead Juvenile Officer should have experience working with teenagers, judgment skills when handling complaints, communication skills when meeting the public, and serve as liaison between the prosecutors, police, court, schools, victims, and defendant's families. The officer cannot

have a criminal record or a child abuse record. This position requires a high level of problem solving, leadership, listening, and communication skills.

#### OTHER SKILLS and ABILITIES:

The Senior Lead Juvenile Officer/Specialized Police Officer shall possess good typing and computer skills (regular use of PC equipment); have knowledge of modern office practices, procedures, and equipment. The Senior Lead Juvenile Officer shall possess knowledge of law enforcement procedures and equipment. The officer should have strong written and verbal communication skills; must possess the ability to establish a good rapport with individuals often under difficult or high-risk circumstances. Must have the ability to de-escalate volatile situations involving juveniles and their families. Self-motivation and the ability to positively motivate juveniles and their parents are essential.

#### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands and fingers, handle, or feel objects, and to talk or hear. The employee must occasionally sit and reach with hands and arms. Specific vision abilities required by this job include the ability to adjust focus, distance vision, depth perception, and peripheral vision.

This job carries a degree of threat. Dangerous situations can occur at any time due to the possible volatile nature of family court.



## DBCompensation Job Valuing Summary

SCENARIO **Washington County**  
**February 2019**  
 POSITION **Manager - Lead Juvenile Officers/SPO**  
 JOB CODE: **21**

FACTOR	BASIS FOR JOB VALUING	DEGREE	VALUE	
1	Experience-General: Minimum time to become familiar with requirements of the job.	9	104	
2	Experience-Minimum time to become familiar with management requirements of the job.	6	215	
3	Education: Preliminary formalized training or self-development expressed in terms of equivalent formal education.	5	70	
4	Initiative & Ingenuity: Measure of ability to proceed alone, make decisions within authority, and ability to comprehend assignment.	4A 5	6	50
		4B 4		
		4C 4		
5	Mental Demand: Measure of degree of concentration and sensory alertness.	5	70	
6	Analytical Ability/Problem Solving: Opportunity to apply analytical ability and self-starting thinking.	6	100	
7	Responsibility for Work of Others - Supervision: Appraises responsibility for work and direction of others.	5	100	
8	Responsibility for Funds, Equipment, Property, Etc.: Personal responsibility and accountability for receipt, storage, issue, or use.	5	48	
9	Responsibility for Accuracy: Opportunity for and probable effect of errors.	4	44	
10	Accountabilities: Freedom to act, monetary impact, and impact on end results.	10A 6	9	110
		10B 1		
		10C 3		
11	Contacts with Public: Responsibility for effective handling of contacts.	5	80	
12	Contacts with Employees: Responsibility for effective handling of others.	5	49	
13	Machine-Computer Operations	4	38	
14	Working Conditions	7	60	
15	Physical Demand	2	8	
<b>TOTAL VALUE</b>			<b>1146</b>	

SIGNED: \_\_\_\_\_



STACEY A. ZIMMERMAN  
CIRCUIT JUDGE

**STATE OF ARKANSAS**  
CIRCUIT COURT  
FOURTH JUDICIAL CIRCUIT  
JUVENILE DIVISION  
WASHINGTON & MADISON COUNTIES  
885 CLYDESDALE DR.  
FAYETTEVILLE, AR 72701  
Tel.(479) 444-1739  
FAX (479)444-1749

DELIA FOSTER  
Trial Court Assistant  
dfoster@co.washington.ar.us

RICHARD FOURT  
Official Court Reporter  
rfourt@co.washington.ar.us

February 5, 2019

***Re: Request to approve the changes for several Juvenile Court staff positions***

Dear Members of the JESAP Committee and Quorum Court:

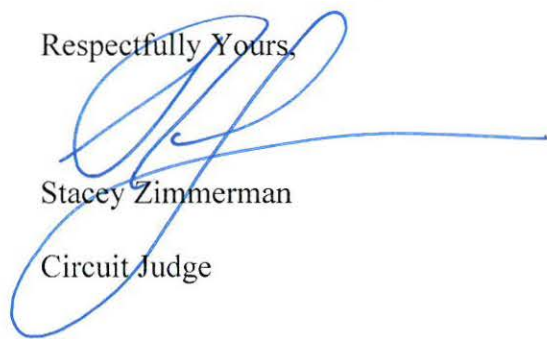
Four of our positions have been submitted to be re-rated and two require a title change. The positions are as follows:

1. **Manager- Lead Juvenile Officer/SPO, Grade 21-** this position is now a combined position with the Lead Intake Officer/SPO and the new additional responsibilities as the manager over the lead officers. This position will be held by Jeremy Kelley, he has been with our department for 12 years. See his attached summary of his current duties and accomplishments. I am requesting a 5% increase on his salary when promoting him to the Manager-Lead Juvenile Officer/SPO position.
2. **Lead Juvenile Officer, Grade 18-** Mr. Kelley will leave the vacant position of Lead Juvenile Officer and I want to promote Erica Orellana to this position. Ms. Orellana is bi-lingual in Spanish and English, she is a certified instructor in Creating Lasting Family Connections Curriculum, and has been with Juvenile court for 10 years. I am asking that she be promoted to the rate of \$21.50 an hour for salary purpose. Please see attached summary of her responsibilities and additional work she has to do as a bi-lingual officer.
3. **Juvenile Probation Officer/SPO, Grade 16-** This position is being held by Christopher Tinsley, he currently works at our Springdale Office in our Evening reporting Center Program. He will be moving to replace the vacant position Brandon McMahan left, this positions was a grade 15 an the title was Juvenile Probation Officer. I am asking that Christopher Tinsley be allowed to move to the vacant position with the current grade and salary he currently holds.
4. **ERC Juvenile Officer II-grade 16-**This is the vacant position that Christopher Tinsley will leave once he is moved to the probation side. The title was the only change in this position.

I am asking for an additional \$7,250.31 in the 2019 budget for salaries to cover the above stated changes. In the 2018 budget my department had \$56,708.87 in unspent money on salaries, and \$22, 694.95 in unspent money in Supplies/Services for a total of \$79,403.82 that was returned to the general county fund. In addition, the state of Arkansas reimbursed Washington County a total of \$191,043.26 for Juvenile Officers' Salaries. We are looking at the pay of the of the other 14 Washington County Juvenile court staff positions and may be requesting additional changes and requests for merit raises at the end of the year.

I am formally requesting that all the above mentioned positions be approved to reflect the qualifications and comprehensive experience needed for all positions.

Respectfully Yours,



Stacey Zimmerman

Circuit Judge

February 1, 2019

Erica Orellana, Juvenile Probation officer-

I've been with the Washing County Juvenile Court for 10 years not including the two years I worked as a contract instructor teaching the Creating Lasting Family Connections classes (parenting classes). I am an AJOA member (Arkansas Juvenile Officers Association) which requires me to complete 12 hours of continuing education each year. I have been trained in street gang recognition and apply that training with my current case load. Currently my position is of Juvenile Probation officer.

I was hired by juvenile court as a Substance Abuse program Coordinator on December 2<sup>nd</sup>, 2008. On October 7, 2009, I was promoted to Juvenile Officer in the FINS division. I worked as a FINS Officer for about four years and around April 1, 2013 I was moved to the probation division, this move was not a promotion as FINS and Probation carry the same grade.

I currently work 40 hours a week and at times more due to long court days, volunteer to work weekends for some of our diversion programs and I assist covering evening shifts at the Evening Reporting Center when needed. I get compensated in comp time when I work over 40 hours a week. I assist in driving county vehicles and transporting juveniles to and from home with our Diversion Programs or to treatment facilities.

As a Juvenile Probation officer, I work closely with our families and supervise juveniles who are placed on supervise probation. I also work with our local law enforcement officers, the schools, care providers and other agencies to ensure that the youth get the services that are needed. I'm required to submit written recommendations to the court, assure that every party involved receives all information needed for the juvenile's case including all relevant documentation.

As a bilingual officer in English and Spanish I am require to interpret for families that come into courtroom when a certified interpreter is not available. My bilingual skills are also used to interpret for the JDC social workers during assessments and assist families in filling out JDC paperwork in their native language, JDC is a separate department from Juvenile court. Additionally, my interpreting skills are also used to assist families in completing intake assessments for families and treatment facilities.

**Responsibilities within the office:**

Some of my responsibilities are data entry, record keeping, filing, answering phone calls, requesting attendance and grades from the school, meet with families in the office. I am responsible for finding appropriate placements for the juvenile when return to the home is not an option or if the juvenile is in need of treatment. Administering drug screens on juvenile and adult females, drawing DNA sample for the juvenile sex offenders on my caseload, assist in supervising other cases when the office is short staffed.

**Responsibilities outside the office:**

School visits, home visits, meetings with juveniles and their families at our Evening Reporting Center, and meeting with the juveniles in treatment facilities if they are placed locally.

Lastly, I am part of an on-call rotation for intake calls from law enforcement officers across the county during afterhours and on weekends, I am required to complete a risk assessment and determine on site if the juvenile should be released or detained.

I am a loyal staff and have been committed to Washington county Juvenile Court since December 2008. I work diligent and have a passion for the community we serve. I plan to continue to work in this department for many years to come and train new Juvenile Officers.

Respectfully yours,

A handwritten signature in blue ink, appearing to read 'Erica Orellana', written in a cursive style.

Erica Orellana



Calculating employee position total cost for budgeting

as of 1/28/19

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APERS	Salary x 15.32%	6,137.31
		<u>49,262.77</u>

4,847.97 Increase from orig. budget to requested amount - E. Orellana

## Washington County Lead Juvenile Officer Job Description

<b>Job Code:</b>	18
<b>Exempt:</b>	Yes
<b>Department:</b>	Juvenile Court Division
<b>Reports To:</b>	Manager - Lead Juvenile Officers
<b>Location:</b>	Court Facilities
<b>Date Prepared:</b>	January 22, 2015
<b>Date Revised:</b>	February 04, 2019

### GENERAL DESCRIPTION OF POSITION

The employees of the Washington County Juvenile Court are divided into four basic groups. The divisions are Probation, FINS, Criminal Intake/Diversion Programs and the Evening Reporting Center. There is one Lead Juvenile Officer for each of the four divisions.

The Lead Juvenile Officer has the duties of a Juvenile Officer (See Juvenile Officer Job Description) and in addition is responsible for limited supervisory duties. The supervisory duties are only at the direction of the Juvenile Court Director or the Juvenile Judge, and only to the employees of his/her division. The Lead Juvenile Officers will work in concert with the Juvenile Judge and the Juvenile Court Director in the general matters of the Court.

Like the Juvenile Officers, the Lead Juvenile Officers are responsible for the supervision of juvenile cases and monitoring the compliance with court order of juvenile and their families. The Lead Juvenile Officer will work as part of a cohesive team and will be required to assume duties as part of a multi-faceted operation that would address an array of juvenile and family situations both judicial and non-judicial in nature. The position requires decision-making, problem solving, and accurate reporting. The officer will be required to maintain, annotate, and prepare appropriate court documents.

This position requires the ability to interact effectively with community care providers, juveniles, and families.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Respond to a twenty-four hour on call schedule on a rotation basis with the other active officers.
2. Notifies detained juvenile and family of crime(s), charge(s), and reason for detainment, including date, time, and location of detention hearing.
3. The officer will conduct the initial intake interview, take citizen complaints and confer with victims. All contact with the public will be conducted in a professional manner and in compliance with departmental policy and Arkansas law and make recommendations to the prosecutor for the appropriate course of action.
4. Work with Interstate Compact in returning juveniles to their home states when they are runaways, arrested in our county or have a warrant from another jurisdiction.



5. Work with Interstate Compact to transfer a juvenile's probation to another state when appropriate, and to provide home studies and supervision of juveniles whose probation has been transferred to Washington or Madison County.
6. Work with other Probation Departments throughout the State of Arkansas to provide supervision for juveniles who have moved within the State.
7. Make appropriate referrals to public or private agencies as well as schools, community based providers, Department of Human Service; to ensure clients obtain services needed.
8. Maintain close communications with all law enforcement agencies within Washington County.
9. The Lead Officer will supervise cases judicial and non-judicial in which they are assigned.
10. The Lead Officer will monitor the client's progress as well as adherence to court orders, identifying potential problems, and taking corrective action.
11. The Lead Officer will assist Juvenile Probation Officers in performing random visits to the school, home, job site or treatment facility as well as require routine office visits and maintain contacts with family, and other community agencies.
12. The Lead officer will train and maintain, update, and complete all necessary paper and computer documents to include, but not limited to:
  - A) Maintaining records of meetings with all concerned parties; psychological
  - B) Assessments/reports, social data on probationer and family; receipts showing payment of fines, cost, fees, restitution, and/or completion of public service; attendance and behavior reports from school; and proof of attendance of AA/NA meetings.
  - C) Prepare request for prosecutor to file Motion for Revocation of Probation. In emergency situations, complete and file revocation papers.
  - D) Prepare the case file and all records for court hearings daily. Distribute reports to all parties before court hearings. Be available to present case information to the court when needed.
  - E) Maintain all juvenile records in a "confidential" manner, and ensure that information relating to a juvenile is not released except to authorized persons.
13. Prepare sentencing recommendations based upon consideration of the following: Number of previous offenses; seriousness of offenses; drug/alcohol abuse; psychological/behavioral problems; problems at home or school, success in meeting prior terms of probation, and any assessments by other agencies.
14. Appear in court and testify to relate successes or problems, inform the court about placement proceedings, and make recommendations about the continued detention or release of a juvenile.
15. Speak to various public and community groups, regarding the juvenile court process and services when called upon, and represent the court on committees as assigned by the judge.

16. Maintain a current knowledge of Arkansas juvenile code, referral services available, shelter placement, group homes, hospital settings, therapeutic placements and treatment facilities in the IV Judicial District, and the State of Arkansas.
17. Administer drug screens (both written and physical) to juveniles and their families as ordered by the court.
18. The Lead Officer will be available to work evenings and weekends when needed to cover shifts at the reporting Center.
19. The lead Officer will assist in transporting youth and/or family members to court diversion events, inpatient facilities, counseling appointments, etc.
20. Train and supervise subordinate Juvenile Officers, and assist in resolving problems when requested by subordinate Juvenile Officers.
21. Address complaints from the public.
22. Assist the Chief Juvenile Probation Officer and Juvenile Judge with interviewing job applicants and making recommendations for hiring.
23. Assist the Chief Juvenile Probation Officer and Juvenile Judge with preparing annual performance evaluations for subordinate Juvenile Officers.
24. Assist the Chief Juvenile Probation Officer and Juvenile Judge with preparing the annual budget, and monitor expenses throughout the year.
25. Perform any other related duties as required or assigned.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

## **EDUCATION AND EXPERIENCE**

Broad knowledge of such fields as accounting, marketing, business administration, finance, etc. Equivalent to a four year college degree, plus 5 years related experience and/or training, and 7 to 11 months related management experience, or equivalent combination of education and experience.

## **COMMUNICATION SKILLS**

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization. Ability to read, analyze, and understand general business/company related articles and professional journals; Ability to speak effectively before groups of customers or employees.

## **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

**CRITICAL THINKING SKILLS**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

**PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

**SOFTWARE SKILLS REQUIRED**

Basic: Alphanumeric Data Entry, Spreadsheet, Word Processing/Typing

**INITIATIVE AND INGENUITY****SUPERVISION RECEIVED**

Under direction where a definite objective is set up and the employee plans and arranges own work, referring only unusual cases to supervisor.

**PLANNING**

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work, in addition, the work operations of a group of employees, all performing basically the same type of work.

**DECISION MAKING**

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance, either of which would affect the work operations of small organizational component and the organization's clientele.

**MENTAL DEMAND**

Close mental demand. Operations requiring close and continuous attention for control of operations. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

**ANALYTICAL ABILITY / PROBLEM SOLVING**

Moderately directed. Activities covered by wide-ranging policies and courses of action, and generally directed as to execution and review. High order of analytical, interpretative, and/or constructive thinking in varied situations.

**RESPONSIBILITY FOR WORK OF OTHERS**

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include but not limited to interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

Supervises a small group (3-7) of employees, usually of lower classifications. Assigns and checks work; assists and instructs as required and performs same work as those supervised, or closely related work, a portion of the time. Content of the work supervised is of non-technical nature, but presents numerous situations to which policies and precedents must be interpreted and applied.

Supervises the following departments: The incumbent will work in concert with other Lead Juvenile Officers to assist the Juvenile Judge and the Juvenile Court Director, and will have limited responsibility for the supervision of three to six employees. He/she will work with the Juvenile Judge and the Juvenile Court Director on matters including interviewing, making recommendations for hiring, and training employees; planning, assigning, and directing work; serving as the on-call supervisor on a rotation basis with the other Lead Juvenile Officers; addressing complaints and resolving problems; monitor and provide limited supervision of Juvenile Officers in Washington County, maintain yearly juvenile court statistics; as required, assist with program development and procedures; and attend staffing meetings. In conjunction with the Judge and Juvenile Court Director, he/she will assist in preparing the yearly budget (approximately \$350,000) and monitor expenses throughout the year.

### **RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT**

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$5,000 to \$150,000.

### **ACCURACY**

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

### **ACCOUNTABILITY**

#### **FREEDOM TO ACT**

Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial oversight.

#### **ANNUAL MONETARY IMPACT**

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

Very small. Job creates a monetary impact for the organization up to an annual level of \$100,000.

#### **IMPACT ON END RESULTS**

Moderate impact. Job has a definite impact on the organization's end results. Participates with others in taking action for a department and/or total organization.

### **PUBLIC CONTACT**

Regular contacts with patrons where the contacts are initiated by the employee. Involves both furnishing and obtaining information and, also, attempting to influence the decisions of those persons contacted. Contacts of considerable importance and of such nature, that failure to exercise proper judgment may result in important tangible or intangible losses to the organization.

### **EMPLOYEE CONTACT**

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain

cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs, plus frequent contact with senior level internal officials.

### **USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS**

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, driver's license/cdl, etc.)

### **WORKING CONDITIONS**

Outside or inside working environment, wherein there are potential hazardous working conditions and life-threatening situations exist (fire, chemicals, electrical sources, heights, dangerous people, etc.) part of the time.

### **ENVIRONMENTAL CONDITIONS**

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

The noise level in the work environment is usually moderate.

### **PHYSICAL ACTIVITIES**

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

Moderate diversity, low physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which are not as varied as those positions with high-level diversity and decision-making.

While performing the functions of this job, the employee is regularly required to sit, use hands to finger, handle, or feel, talk or hear; occasionally required to stand, walk, 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; distance vision; peripheral vision; depth perception; and ability to adjust focus.

### **ADDITIONAL INFORMATION**

#### **SUPERVISORY RESPONSIBILITIES:**

The incumbent will work in concert with other Lead Juvenile Officers to assist the Juvenile Judge and the Juvenile Court Director, and will have limited responsibility for the supervision of three to six employees. He/she will work with the Juvenile Judge and the Juvenile Court Director on matters including interviewing, making recommendations for hiring, and training employees; planning, assigning, and directing work; serving as the on-call supervisor on a rotation basis with the other Lead Juvenile Officers; addressing complaints and resolving problems; monitor and provide limited supervision of Juvenile Officers in Washington County, maintain yearly juvenile court statistics; as required, assist with program development and procedures; and attend staffing meetings. In conjunction with the Judge and Juvenile Court Director, he/she will assist in preparing the yearly budget and monitor expenses throughout the year.

#### **EDUCATION and/or EXPERIENCE:**

The officer should possess a Bachelor's Degree in a related field plus five (5) years of work experience; or equivalent combination of education and experience and 12 to 18 months of management experience. The officer must complete 40 hours of training in "Juvenile Officer

Certification Training", provided by the AOC, to be a Certified Juvenile Officer. The officer must complete 12 hours of training annually to maintain the certification. The officer should have experience working with teenagers, judgment skills when handling complaints, communication skills when meeting the public, and serve as liaison between the prosecutor, police, court, schools, victims, and defendant's families. The officer cannot have a criminal record. This position requires a high level of problem solving and listening skills.

#### OTHER SKILLS and ABILITIES:

The Lead Juvenile Officer shall possess good typing and computer skills (regular use of PC equipment); have knowledge of modern office practices, procedures, and equipment. The officer should have strong written and verbal communication skills; must possess the ability to establish a good rapport with individuals often under difficult or high-risk circumstances. Must have the ability to de-escalate volatile situations involving juveniles and their families. Self-motivation and the ability to positively motivate juveniles and their parents are essential.

## DBCompensation Job Valuing Summary

SCENARIO **Washington County**  
**February 2019**  
 POSITION **Lead Juvenile Officer**  
**JOB CODE: 18**

FACTOR	BASIS FOR JOB VALUING	DEGREE	VALUE	
1	Experience-General: Minimum time to become familiar with requirements of the job.	8	89	
2	Experience-Minimum time to become familiar with management requirements of the job.	2	66	
3	Education: Preliminary formalized training or self-development expressed in terms of equivalent formal education.	5	70	
4	Initiative & Ingenuity: Measure of ability to proceed alone, make decisions within authority, and ability to comprehend assignment.	4A 4	6	50
		4B 4		
		4C 4		
5	Mental Demand: Measure of degree of concentration and sensory alertness.	4	49	
6	Analytical Ability/Problem Solving: Opportunity to apply analytical ability and self-starting thinking.	6	100	
7	Responsibility for Work of Others - Supervision: Appraises responsibility for work and direction of others.	2	33	
8	Responsibility for Funds, Equipment, Property, Etc.: Personal responsibility and accountability for receipt, storage, issue, or use.	4	32	
9	Responsibility for Accuracy: Opportunity for and probable effect of errors.	4	44	
10	Accountabilities: Freedom to act, monetary impact, and impact on end results.	10A 5	8	90
		10B 1		
		10C 3		
11	Contacts with Public: Responsibility for effective handling of contacts.	5	80	
12	Contacts with Employees: Responsibility for effective handling of others.	5	49	
13	Machine-Computer Operations	4	38	
14	Working Conditions	7	60	
15	Physical Demand	2	8	
<b>TOTAL VALUE</b>			<b>858</b>	

SIGNED: \_\_\_\_\_

**WASHINGTON COUNTY**  
Job Evaluation

**JOB TITLE: Lead Juvenile Officer**

Same

Factor	Basis for Rating	Current Rating	Proposed Rating	Points
1	<u>Experience-General</u> : Minimum time to become familiar with requirements of the job.	8	8	89
2	<u>Experience</u> : Minimum time to become familiar with management requirements of the job.	2	2	66
3	<u>Education</u> : Preliminary formalized training or self-development expressed in terms of equivalent formal education.	5	5	70
4	<u>Initiative &amp; Ingenuity</u> : Measure of ability to proceed alone, make decisions within authority, & ability to comprehend assignment.	6	6	50
5	<u>Mental Demand</u> : Measure of degree of concentration and sensory alertness.	4	4	49
6	<u>Analytical Ability/Problem Solving</u> : Opportunity to apply analytical ability and self-starting thinking.	6	6	100
7	<u>Responsibility for Work of Others - Supervision</u> : Appraises responsibility for work and direction of others.	1	2	33
8	<u>Responsibility for Funds, Equipment, Property, Etc.</u> : Personal responsibility and accountability for receipt, storage, issue, or use.	4	4	32
9	<u>Responsibility for Accuracy</u> : Opportunity for and probable effect of errors.	4	4	44
10	<u>Accountabilities</u> : Freedom to act, monetary impact, & impact on end results.	8	8	90
11	<u>Contacts with Public</u> : Responsibility for effective handling of contacts.	5	5	80
12	<u>Contacts with Employees</u> : Responsibility for effective handling of contacts.	5	5	49
13	<u>Machine Operations</u> :	4	4	38
14	<u>Working Conditions</u> :	7	7	60
15	<u>Physical Demand</u> :	2	2	8
		835		858
	<u>Washington County Salary Grade Level</u>	18		18

Signed: \_\_\_\_\_

Date: February 5, 2019





STACEY A. ZIMMERMAN  
CIRCUIT JUDGE

**STATE OF ARKANSAS**  
CIRCUIT COURT  
FOURTH JUDICIAL CIRCUIT  
JUVENILE DIVISION  
WASHINGTON & MADISON COUNTIES  
885 CLYDESDALE DR.  
FAYETTEVILLE, AR 72701  
Tel.(479) 444-1739  
FAX (479)444-1749

DELIA FOSTER  
Trial Court Assistant  
dfoster@co.washington.ar.us

RICHARD FOURT  
Official Court Reporter  
rfourt@co.washington.ar.us

February 5, 2019

***Re: Request to approve the changes for several Juvenile Court staff positions***

Dear Members of the JESAP Committee and Quorum Court:

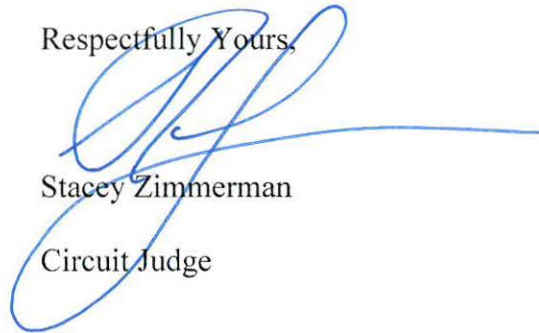
Four of our positions have been submitted to be re-rated and two require a title change. The positions are as follows:

1. **Manager- Lead Juvenile Officer/SPO, Grade 21-** this position is now a combined position with the Lead Intake Officer/SPO and the new additional responsibilities as the manager over the lead officers. This position will be held by Jeremy Kelley, he has been with our department for 12 years. See his attached summary of his current duties and accomplishments. I am requesting a 5% increase on his salary when promoting him to the Manager-Lead Juvenile Officer/SPO position.
2. **Lead Juvenile Officer, Grade 18-** Mr. Kelley will leave the vacant position of Lead Juvenile Officer and I want to promote Erica Orellana to this position. Ms. Orellana is bi-lingual in Spanish and English, she is a certified instructor in Creating Lasting Family Connections Curriculum, and has been with Juvenile court for 10 years. I am asking that she be promoted to the rate of \$21.50 an hour for salary purpose. Please see attached summary of her responsibilities and additional work she has to do as a bi-lingual officer.
3. **Juvenile Probation Officer/SPO, Grade 16-** This position is being held by Christopher Tinsley, he currently works at our Springdale Office in our Evening reporting Center Program. He will be moving to replace the vacant position Brandon McMahon left, this positions was a grade 15 an the title was Juvenile Probation Officer. I am asking that Christopher Tinsley be allowed to move to the vacant position with the current grade and salary he currently holds.
4. **ERC Juvenile Officer II-grade 16-**This is the vacant position that Christopher Tinsley will leave once he is moved to the probation side. The title was the only change in this position.

I am asking for an additional \$7,250.31 in the 2019 budget for salaries to cover the above stated changes. In the 2018 budget my department had \$56,708.87 in unspent money on salaries, and \$22, 694.95 in unspent money in Supplies/Services for a total of \$79,403.82 that was returned to the general county fund. In addition, the state of Arkansas reimbursed Washington County a total of \$191,043.26 for Juvenile Officers' Salaries. We are looking at the pay of the of the other 14 Washington County Juvenile court staff positions and may be requesting additional changes and requests for merit raises at the end of the year.

I am formally requesting that all the above mentioned positions be approved to reflect the qualifications and comprehensive experience needed for all positions.

Respectfully Yours,

A handwritten signature in blue ink, appearing to read 'Stacey Zimmerman', with a long horizontal flourish extending to the right.

Stacey Zimmerman

Circuit Judge

## Washington County Juvenile Probation Officer/Specialized Police Officer Job Description

<b>Job Code:</b>	16
<b>Exempt:</b>	No
<b>Department:</b>	Juvenile Court Division
<b>Reports To:</b>	Circuit Court Judge & Director of Juvenile Court
<b>Location:</b>	Juvenile Court
<b>Date Prepared:</b>	February 04, 2019
<b>Date Revised:</b>	February 05, 2019

### GENERAL DESCRIPTION OF POSITION

The Juvenile Probation Officer is responsible for supervision of Juvenile Court cases, including working with juveniles and families involved in Delinquency and/or FINS (Family in Need of Services) cases to monitor compliance with court orders as well as refer juveniles and families to services needed for rehabilitation. The Juvenile Probation Officer will be required to maintain case documents, and testify in court, and will work as part of a team to address an array of juvenile and family situations. This position requires decision-making, problem solving, and accurate reporting skills, as well as the ability to interact effectively with juveniles, families, community groups, and other agencies.

To ensure the safety of the Washington County Juvenile Court staff, visitors, clients, and members of the community, some Juvenile Officers will be appointed by the Judge to receive additional training and law enforcement certification as Court Security Officers. Court Security Officers will assist the Washington County Sheriff's Office with providing security for the courthouse, assist Juvenile Probation Officers with taking juvenile probationers into custody, provide Juvenile Officers with additional security during home visits, and perform other duties as directed by the Judge.

As sworn Specialized Police Officers, the Court Security Officers have the authority to make arrests both with and without a warrant, carry a firearm both on and off duty, and use force to control or terminate violent behavior and safely take offenders into custody.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Supervise Juvenile Court cases to which they are assigned, including monitoring the clients' progress and adherence to court orders, identifying potential problems, taking corrective action, and making recommendations to the court.
2. Perform random visits to the school, home, job site, or treatment facility, as well as conduct regular office visits and phone calls.
3. Maintain contact with juveniles and families, as well as community agencies. All contact with the public will be conducted in a professional manner and in compliance with departmental policy and Arkansas law.
4. Work with Interstate Compact to coordinate the return of juveniles to their home state when they are runaways or have a warrant from another jurisdiction, as well as coordinate the transfer of probation.
5. Work with other Probation Departments throughout the State of Arkansas to share information and provide supervision for juveniles who have moved within the State.

6. Make appropriate referrals to public or private agencies, including schools, service providers, community agencies, and the Department of Human Service, to ensure that clients obtain services needed for rehabilitation.
7. Maintain close communications with all law enforcement agencies within Washington County.
8. Work as part of a team with other Juvenile Officers to provide twenty-four hour on call coverage on a rotating schedule.
9. This position requires performing occasional evening and weekend work.
10. Assist with transporting juveniles and families to programs and services, as needed.
11. Maintain, update, and complete all necessary paper and computer documents to include, but not limited to:
  - Maintaining computerized database records of meetings with all concerned parties, psychological assessments, school reports, counseling reports, data on probationer and family, proof of completion of public service, and payment of fines, cost, fees, restitution.
  - Updating the Juvenile Court computer database with case information.
  - Preparing requests for the Prosecuting Attorney to file Show Causes and/or Petitions for Revocation of Probation.
  - Completing and filing court orders.
  - Maintaining paper case files, preparing all needed records for court hearings and distributing reports to all parties before court hearings.
  - Ensuring that all juvenile records are kept confidential and that information relating to a juvenile is not released except to authorized persons.
12. Prepare sentencing recommendations based upon consideration of the details of the case and the juveniles involved.
13. Testify in court to present case information, relate successes or problems, inform the court about placement options, and make recommendations about the continued detention or release of a juvenile.
14. Speak to various public and community groups regarding the Juvenile Court process and juvenile services if called upon. May represent the Juvenile Court on committees as assigned by the Judge.
15. Maintain a current knowledge of the Arkansas Juvenile Code, available services, and treatment and placement options, both locally as well as across the State of Arkansas.
16. Administer drug screens to juveniles and their families as ordered by the court.
17. Attend all staff meetings and training sessions.
18. Represent the department in a professional manner, this includes dressing in a professional manner, to enhance the County's image and minimize loss of goodwill.

19. Take youth into custody and escort them to the Juvenile Detention Center.
20. Maintain the safety and security of members of the public as well as Juvenile Court Department staff, both at the Juvenile Justice Complex as well as out in the community during home visits.
21. Serve warrants, subpoenas, and other court papers.
22. Perform any other related duties as required or assigned.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

## **EDUCATION AND EXPERIENCE**

Broad knowledge of such fields as accounting, marketing, business administration, finance, etc. Equivalent to a four year college degree, plus 4 years related experience and/or training, or equivalent combination of education and experience.

## **COMMUNICATION SKILLS**

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization. Ability to write reports, business correspondence, and policy/procedure manuals; Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

## **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

## **CRITICAL THINKING SKILLS**

Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram formats.

## **REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS**

The officer must complete 40 hours of initial "Juvenile Officer Certification" training provided by the Arkansas Office of the Courts to be a Certified Juvenile Officer, and must complete 12 hours of additional training annually to maintain this certification.

The officer must complete a Basic Law Enforcement Training Course (a minimum of 120 hours) to obtain certification as a Specialized Police Officer through the Arkansas Commission on Law Enforcement Standards and Training, and must pass a background check, as well as a physical and psychological evaluation, in order to receive law enforcement training and certification. The officer must complete 16 hours of training annually to maintain these certifications.

**PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS:** Not indicated.

## **SOFTWARE SKILLS REQUIRED**

Basic: Alphanumeric Data Entry, Contact Management, Database, Spreadsheet, Word Processing/Typing

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

Under direction where a definite objective is set up and the employee plans and arranges own work, referring only unusual cases to supervisor.

### **PLANNING**

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work, in addition, the work operations of a group of employees, all performing basically the same type of work.

### **DECISION MAKING**

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance, either of which would affect the work operations of small organizational component and the organization's clientele.

## **MENTAL DEMAND**

Close mental demand. Operations requiring close and continuous attention for control of operations. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

## **ANALYTICAL ABILITY / PROBLEM SOLVING**

Moderately directed. Activities covered by wide-ranging policies and courses of action, and generally directed as to execution and review. High order of analytical, interpretative, and/or constructive thinking in varied situations.

## **RESPONSIBILITY FOR WORK OF OTHERS**

Responsibility for work of others: Not indicated.

## **RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT**

Occasionally responsible for the organization's and/or associated organization's property where carelessness or error would result in only minor damage or minor monetary loss. Ordinary care and attention is required when handling this property in order to prevent loss.

## **ACCURACY**

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

## **ACCOUNTABILITY**

### **FREEDOM TO ACT**

Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial oversight.

### **ANNUAL MONETARY IMPACT**

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

Very small. Job creates a monetary impact for the organization up to an annual level of \$100,000.

**IMPACT ON END RESULTS**

Moderate impact. Job has a definite impact on the organization's end results. Participates with others in taking action for a department and/or total organization.

**PUBLIC CONTACT**

Regular contacts with patrons where the contacts are initiated by the employee. Involves both furnishing and obtaining information and, also, attempting to influence the decisions of those persons contacted. Contacts of considerable importance and of such nature, that failure to exercise proper judgment may result in important tangible or intangible losses to the organization.

**EMPLOYEE CONTACT**

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs, plus frequent contact with senior level internal officials.

**USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS**

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, driver's license/cdl, etc.)

**WORKING CONDITIONS**

Outside or inside working environment, wherein there are potential hazardous working conditions and life-threatening situations exist (fire, chemicals, electrical sources, heights, dangerous people, etc.) part of the time.

**ENVIRONMENTAL CONDITIONS**

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

The noise level in the work environment is usually moderate.

**PHYSICAL ACTIVITIES**

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

Moderate diversity, low physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which are not as varied as those positions with high-level diversity and decision-making.

While performing the functions of this job, the employee is regularly required to sit, use hands to finger, handle, or feel, talk or hear; occasionally required to reach with hands and arms. Specific vision abilities required by this job include close vision; distance vision; peripheral vision; depth perception; and ability to adjust focus.

This job carries a degree of threat; dangerous situations can occur at any time.

## **ADDITIONAL INFORMATION**

### **EDUCATION and/or EXPERIENCE:**

The Juvenile Probation Officer should possess a Bachelor's Degree in a related field plus four (4) years of work experience, or an equivalent combination of education and experience. The officer must complete 40 hours of initial "Juvenile Officer Certification" training provided by the Arkansas Office of the Courts to be a Certified Juvenile Officer, and must complete 12 hours of additional training annually to maintain this certification.

The officer must complete a Basic Law Enforcement Training Course (a minimum of 120 hours) to obtain certification as a Specialized Police Officer through the Arkansas Commission on Law Enforcement Standards and Training, and must pass a background check, as well as a physical and psychological evaluation, in order to receive law enforcement training and certification. The officer must complete 16 hours of training annually to maintain these certifications. The officer cannot have a criminal record. The officer should have experience working with teenagers.

### **OTHER SKILLS and ABILITIES:**

This position requires a high level of problem solving skills, listening skills, good judgment skills, and communication skills when dealing with juveniles, families, and the public.

The officer should possess typing and computer skills, and have knowledge of modern office practices, procedures, and equipment.

The officer should have strong written and verbal communication skills, and must possess the ability to establish rapport with individuals under difficult circumstances.

The officer must have the ability to de-escalate volatile situations involving juveniles and their families. The ability to maintain composure and positively motivate juveniles and their families are essential.



## DBCompensation Job Valuing Summary

SCENARIO **Washington County**

**February 2019**

POSITION **Juvenile Probation Officer/Specialized Police Ofcr**

**JOB CODE: 16**

FACTOR	BASIS FOR JOB VALUING	DEGREE	VALUE	
1	Experience-General: Minimum time to become familiar with requirements of the job.	7	74	
2	Experience-Minimum time to become familiar with management requirements of the job.	0		
3	Education: Preliminary formalized training or self-development expressed in terms of equivalent formal education.	5	70	
4	Initiative & Ingenuity: Measure of ability to proceed alone, make decisions within authority, and ability to comprehend assignment.	4A 4	6	50
		4B 4		
		4C 4		
5	Mental Demand: Measure of degree of concentration and sensory alertness.	4	49	
6	Analytical Ability/Problem Solving: Opportunity to apply analytical ability and self-starting thinking.	6	100	
7	Responsibility for Work of Others - Supervision: Appraises responsibility for work and direction of others.	0		
8	Responsibility for Funds, Equipment, Property, Etc.: Personal responsibility and accountability for receipt, storage, issue, or use.	2	16	
9	Responsibility for Accuracy: Opportunity for and probable effect of errors.	4	44	
10	Accountabilities: Freedom to act, monetary impact, and impact on end results.	10A 5	8	90
		10B 1		
		10C 3		
11	Contacts with Public: Responsibility for effective handling of contacts.	5	80	
12	Contacts with Employees: Responsibility for effective handling of others.	5	49	
13	Machine-Computer Operations	4	38	
14	Working Conditions	7	60	
15	Physical Demand	2	8	
<b>TOTAL VALUE</b>			<b>728</b>	

SIGNED: \_\_\_\_\_



STACEY A. ZIMMERMAN  
CIRCUIT JUDGE

**STATE OF ARKANSAS**  
CIRCUIT COURT  
FOURTH JUDICIAL CIRCUIT  
JUVENILE DIVISION  
WASHINGTON & MADISON COUNTIES  
885 CLYDESDALE DR.  
FAYETTEVILLE, AR 72701  
Tel.(479) 444-1739  
FAX (479)444-1749

DELIA FOSTER  
Trial Court Assistant  
dfoster@co.washington.ar.us

RICHARD FOURT  
Official Court Reporter  
rfourt@co.washington.ar.us

February 5, 2019

***Re: Request to approve the changes for several Juvenile Court staff positions***

Dear Members of the JESAP Committee and Quorum Court:

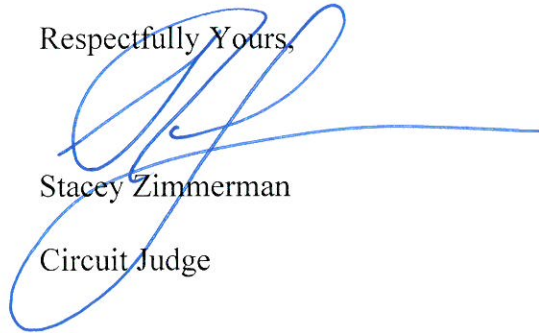
Four of our positions have been submitted to be re-rated and two require a title change. The positions are as follows:

1. **Manager- Lead Juvenile Officer/SPO, Grade 21-** this position is now a combined position with the Lead Intake Officer/SPO and the new additional responsibilities as the manager over the lead officers. This position will be held by Jeremy Kelley, he has been with our department for 12 years. See his attached summary of his current duties and accomplishments. I am requesting a 5% increase on his salary when promoting him to the Manager-Lead Juvenile Officer/SPO position.
2. **Lead Juvenile Officer, Grade 18-** Mr. Kelley will leave the vacant position of Lead Juvenile Officer and I want to promote Erica Orellana to this position. Ms. Orellana is bi-lingual in Spanish and English, she is a certified instructor in Creating Lasting Family Connections Curriculum, and has been with Juvenile court for 10 years. I am asking that she be promoted to the rate of \$21.50 an hour for salary purpose. Please see attached summary of her responsibilities and additional work she has to do as a bi-lingual officer.
3. **Juvenile Probation Officer/SPO, Grade 16-** This position is being held by Christopher Tinsley, he currently works at our Springdale Office in our Evening reporting Center Program. He will be moving to replace the vacant position Brandon McMahon left, this positions was a grade 15 an the title was Juvenile Probation Officer. I am asking that Christopher Tinsley be allowed to move to the vacant position with the current grade and salary he currently holds.
4. **ERC Juvenile Officer II-grade 16-** This is the vacant position that Christopher Tinsley will leave once he is moved to the probation side. The title was the only change in this position.

I am asking for an additional \$7,250.31 in the 2019 budget for salaries to cover the above stated changes. In the 2018 budget my department had \$56,708.87 in unspent money on salaries, and \$22, 694.95 in unspent money in Supplies/Services for a total of \$79,403.82 that was returned to the general county fund. In addition, the state of Arkansas reimbursed Washington County a total of \$191,043.26 for Juvenile Officers' Salaries. We are looking at the pay of the of the other 14 Washington County Juvenile court staff positions and may be requesting additional changes and requests for merit raises at the end of the year.

I am formally requesting that all the above mentioned positions be approved to reflect the qualifications and comprehensive experience needed for all positions.

Respectfully Yours,

A handwritten signature in blue ink, appearing to read 'Stacey Zimmerman', with a long horizontal flourish extending to the right.

Stacey Zimmerman

Circuit Judge

## Washington County ERC Juvenile Officer II Job Description

**Job Code:** 16  
**Exempt:** No  
**Department:** Juvenile Court Division  
**Reports To:** Circuit Court Judge/Chief Juvenile Officer  
**Location:** Evening Reporting Center  
**Date Prepared:** February 04, 2019  
**Date Revised:**

### GENERAL DESCRIPTION OF POSITION

The Juvenile Officer is responsible for the supervision of juvenile cases and monitoring the compliance with court order of juvenile and their families. The Juvenile Officer will work as part of a cohesive team and will be required to assume duties as part of a multi-faceted operation that would address an array of juvenile and family situations both judicial and non-judicial in nature.

Officers assigned to the Evening Reporting Center will provide supervision to youth participating in a community-based detention alternative program during evenings and weekends. Officers at the ERC will be expected to carry out a wide range of responsibilities with a minimum of direction. This class is distinguished from the standard Juvenile Officer position in that officers assigned to the ERC are responsible for leadership, program planning, and operation of an off-site campus, as well as frequent visits to supervised youths' homes.

The position requires decision-making, problem solving, and accurate reporting. The officer will be required to maintain, annotate, and prepare appropriate court documents. This position requires the ability to interact effectively with community care providers, juveniles, and families.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Officers assigned to the Evening Reporting Center (ERC) will be required to work evenings and weekends (Monday-Saturday), and will have these additional responsibilities:
  - Run the day-to-day operations of the ERC.
  - Examples are: Provide an evening snack and meal when possible to youth participating in the program
  - Coordinate Probation Meeting
  - Coordinate Assessment Meeting
  - Coordinate Electronic Monitor meetings
  - Occasionally it may be necessary to pat search youth before they enter the vehicle or ERC.
  - Compile and maintain ERC paperwork.
2. Provide transportation for youth, in county-owned vehicles, to and from the ERC and their homes.
3. Coordinate with other programs/groups.
4. Perform frequent home visits to ensure compliance with court orders.
5. Maintain the safety and security of both youth and staff while at the ERC, during transports, and during home visits.

6. Officers assigned to the Evening Reporting Center (ERC) will be required to work evenings and weekends (Monday-Saturday), and will require being flexible during the summer to the shift change of day hours instead of evening hours.
7. The officer will conduct assessment interviews when needed.
8. All contact with the public will be conducted in a professional manner and in compliance with departmental policy and Arkansas law and make recommendations to the prosecutor for the appropriate course of action.
9. Work with Interstate Compact to provide home studies of juveniles whose probation has been transferred to Washington.
10. Make appropriate referrals to public or private agencies as well as schools, community based providers, Department of Human Service; to ensure clients obtain services needed.
11. Maintain close communications with all law enforcement agencies within Washington County and other law enforcement agencies.
12. The Juvenile Officer will monitor the client's progress as well as adherence to court orders, identifying potential problems, and taking corrective action. The Juvenile Officer will perform random visits to the school, home, job site or treatment facility as well as require routine office visits and maintain contacts with family, and other community agencies.
13. Maintain all juvenile records in a "confidential" manner, and ensure that information relating to a juvenile is not released except to authorized persons.
14. Prepare recommendations for Juvenile Probation Officers for youth that have been referred to the ERC program.
15. Appear in court and testify to relate successes or problems, inform the court progress of the youth while in the ERC program.
16. Speak to various public and community groups, regarding the juvenile court process and services when called upon, and represent the court on committees as assigned by the judge.
17. Maintain a current knowledge of Arkansas juvenile code, referral services available, shelter placement, group homes, hospital settings, therapeutic placements and treatment facilities in the IV Judicial District, and the State of Arkansas.
18. Administer drug screens (both written and physical) to juveniles and their families as ordered by the court.
19. To perform all other functions assigned to him or her by this subchapter, by rules promulgated pursuant thereto, or by order of the court.
20. Perform any other related duties as required or assigned.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

## **EDUCATION AND EXPERIENCE**

Broad knowledge of such fields as accounting, marketing, business administration, finance, etc. Equivalent to a four year college degree, plus 2 years related experience and/or training, or equivalent combination of education and experience.

## **COMMUNICATION SKILLS**

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization. Ability to write reports, business correspondence, and policy/procedure manuals; Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

## **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

## **CRITICAL THINKING SKILLS**

Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram formats.

## **REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

## **PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

Basic: Alphanumeric Data Entry, Contact Management, Database, Spreadsheet, Word Processing/Typing

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

Under direction where a definite objective is set up and the employee plans and arranges own work, referring only unusual cases to supervisor.

### **PLANNING**

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work, in addition, the work operations of a group of employees, all performing basically the same type of work.

### **DECISION MAKING**

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance, either of which would affect the work operations of small organizational component and the organization's clientele.

## **MENTAL DEMAND**

Close mental demand. Operations requiring close and continuous attention for control of operations. Operations requiring intermittent direct thinking to determine or select the most applicable way of

handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

### **ANALYTICAL ABILITY / PROBLEM SOLVING**

Moderately directed. Activities covered by wide-ranging policies and courses of action, and generally directed as to execution and review. High order of analytical, interpretative, and/or constructive thinking in varied situations.

### **RESPONSIBILITY FOR WORK OF OTHERS**

Responsibility for work of others: Not indicated.

### **RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT**

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$5,000 to \$150,000.

### **ACCURACY**

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

### **ACCOUNTABILITY**

#### **FREEDOM TO ACT**

Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial oversight.

#### **ANNUAL MONETARY IMPACT**

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

Very small. Job creates a monetary impact for the organization up to an annual level of \$100,000.

#### **IMPACT ON END RESULTS**

Moderate impact. Job has a definite impact on the organization's end results. Participates with others in taking action for a department and/or total organization.

### **PUBLIC CONTACT**

Regular contacts with patrons where the contacts are initiated by the employee. Involves both furnishing and obtaining information and, also, attempting to influence the decisions of those persons contacted. Contacts of considerable importance and of such nature, that failure to exercise proper judgment may result in important tangible or intangible losses to the organization.

### **EMPLOYEE CONTACT**

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs, plus frequent contact with senior level internal officials.

## **USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS**

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, driver's license/cdl, etc.)

## **WORKING CONDITIONS**

Outside or inside working environment, wherein there are potential hazardous working conditions and life-threatening situations exist (fire, chemicals, electrical sources, heights, dangerous people, etc.) part of the time.

## **ENVIRONMENTAL CONDITIONS**

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

The noise level in the work environment is usually moderate.

## **PHYSICAL ACTIVITIES**

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

Moderate diversity, low physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which are not as varied as those positions with high-level diversity and decision-making.

While performing the functions of this job, the employee is regularly required to sit, use hands to finger, handle, or feel, talk or hear; occasionally required to stand, 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; distance vision; peripheral vision; depth perception; and ability to adjust focus.

## **ADDITIONAL INFORMATION**

### **EDUCATION and/or EXPERIENCE:**

A Bachelor's Degree in a related field is preferred, but not required, two (2) years' work experience; or equivalent combination of education and experience. The officer should have experience working with teenagers, judgment skills when handling complaints, and communication skills when meeting the public. The officer cannot have a criminal record and must have a clean driving record. This position requires a high level of problem solving and listening skills.

Within the first year after hiring, incumbent must complete 40 hours of Juvenile Officer Certification Training provided by the Arkansas Office of the Courts, in order to be a Certified Juvenile Officer. The officer must complete 12 hours of training annually to maintain the certification.

### **OTHER SKILLS and ABILITIES:**

The officer shall possess good typing and computer skills; have knowledge of modern office practices, procedures, and equipment. The officer should have strong written and verbal communication skills; must possess the ability to establish a good rapport with individuals often under difficult or high-risk circumstances. Must have the ability to de-escalate volatile situations involving juveniles and their families. Self-motivation and the ability to positively motivate juveniles and their parents are essential.

Bi-lingual in English/Spanish or English/Marshallese is preferred, but not required.



This job carries a degree of threat; dangerous situations can occur at any time.

**RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT:**

Responsible for organization's property that is located at the Evening Reporting Center, where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. Additionally, the officer is responsible for all law enforcement equipment assign to the officer.

## DBCompensation Job Valuing Summary

SCENARIO **Washington County**  
**February 2019**  
 POSITION **ERC Juvenile Officer II**  
**JOB CODE: 16**

FACTOR	BASIS FOR JOB VALUING	DEGREE	VALUE	
1	Experience-General: Minimum time to become familiar with requirements of the job.	5	54	
2	Experience-Minimum time to become familiar with management requirements of the job.	0		
3	Education: Preliminary formalized training or self-development expressed in terms of equivalent formal education.	5	70	
4	Initiative & Ingenuity: Measure of ability to proceed alone, make decisions within authority, and ability to comprehend assignment.	4A 4	6	50
		4B 4		
		4C 4		
5	Mental Demand: Measure of degree of concentration and sensory alertness.	4	49	
6	Analytical Ability/Problem Solving: Opportunity to apply analytical ability and self-starting thinking.	6	100	
7	Responsibility for Work of Others - Supervision: Appraises responsibility for work and direction of others.	0		
8	Responsibility for Funds, Equipment, Property, Etc.: Personal responsibility and accountability for receipt, storage, issue, or use.	4	32	
9	Responsibility for Accuracy: Opportunity for and probable effect of errors.	4	44	
10	Accountabilities: Freedom to act, monetary impact, and impact on end results.	10A 5	8	90
		10B 1		
		10C 3		
11	Contacts with Public: Responsibility for effective handling of contacts.	5	80	
12	Contacts with Employees: Responsibility for effective handling of others.	5	49	
13	Machine-Computer Operations	4	38	
14	Working Conditions	7	60	
15	Physical Demand	2	8	
<b>TOTAL VALUE</b>			<b>724</b>	

SIGNED: \_\_\_\_\_