



WASHINGTON COUNTY, ARKANSAS
County Courthouse

MEETING OF THE
WASHINGTON COUNTY QUORUM COURT
PERSONNEL COMMITTEE

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

Vice-Chair Susan Cunningham
Judith Yanez
Lisa Ecke

Chair Butch Pond

Sam Duncan
Shawndra Washington
Sue Madison

A G E N D A

1. CALL TO ORDER AND WELCOME

2. PRAYER AND PLEDGE

3. ADOPTION OF AGENDA

At the beginning of each meeting, the agenda shall be approved. Any JP may request an item be added or removed from the agenda subject to approval of the Committee.

4. UNFINISHED BUSINESS

NEW BUSINESS

5. REQUEST FROM CIRCUIT CLERK KYLE SYLVESTER TO ADJUST THE PAY GRADE OF THE DOMESTIC RELATIONS SPECIALIST POSITION (5.1 – 5.2)

6. REQUEST FROM CIRCUIT CLERK KYLE SYLVESTER TO CHANGE THE PAY GRADE OF THE DEPUTY CIRCUIT CLERK II POSITION (6.1 – 6.2)

7. REQUEST FROM ASSESSOR RUSSELL HILL TO CHANGE THE POSITION OF GIS COORDINATOR, GRADE 18 TO BUSINESS RELATIONS SPECIALIST, GRADE 17 (7.1 – 7.4)

8. REQUEST FROM JUDGE JOSEPH WOOD TO CHANGE TWO PART-TIME POSITIONS TO ONE FULL-TIME DESKTOP SUPPORT POSITION, GRADE 18 (8.1 – 8.5)

9. REQUEST FROM JUDGE STACEY ZIMMERMAN TO CHANGE THE POSITION OF JUVENILE OFFICER, GRADE 15 TO JUVENILE PROBATION OFFICER II, GRADE 16 AND ERC JUVENILE OFFICER II, GRADE 16 TO ERC JUVENILE PROBATION OFFICER II/SPO, GRADE 16 (9.1 – 9.4)
10. **PUBLIC COMMENT**
Twelve-minute comment period with a three-minute limit for each individual to comment on items on the agenda or other items.
11. **ADJOURNMENT**



WASHINGTON COUNTY CIRCUIT CLERK'S OFFICE
WASHINGTON COUNTY COURTHOUSE
280 NORTH COLLEGE AVE SUITE 302
FAYETTEVILLE, ARKANSAS 72701
PHONE (479) 444-1538
FAX (479) 4441537

Kyle Sylvester
Circuit Clerk

March 5, 2019

Dear Committee Members,

This is a request to have Cinthia Ramirez adjusted in her pay grade.

Cinthia has proven to be invaluable to our staff with her extensive knowledge of procedures in the area of Domestic Relations Specialist. Cinthia has served as a back-up for that position while also performing her primary duty of Civil Clerk in the clerk's office and has shown to be reliable in her job duties. She has experience with several areas of our office including, but not limited to, Domestic Relations, filing Temporary Orders of Protection, Civil Filing, Domestic Filing, Court Desk procedures, Customer Service, and employee training.

She has recently taken the position of the full-time Domestic Relations Specialist and has taken on added responsibility of assisting in training of other employees and heading up her particular area as a leader, which falls in line with her outstanding job performance. I would like to have her moved to the mid-point in pay grade 13.

This position at the mid-point will pay is \$15.68/hour.

The current budget for salary will not need any appropriation to adjust for the funding as I have had an employee resign and I will not be filling that position this year.

Please contact me with any questions you may have, ksylvester@co.washington.ar.us or (479) 444-1539.

Sincerely,

Kyle Sylvester
Washington County Circuit Clerk

**Washington County
Domestic Relations Specialist
Job Description**

Exempt: No
Department: Deputy Clerk/Domestic Relations
Reports To: Circuit Clerk
Location: Circuit Clerk's Office
Date Prepared: March 19, 2013
Date Revised: March 20, 2013

GENERAL DESCRIPTION OF POSITION

Intake assistance with constituents who wish to file for Temporary Orders of Protection. Liaison to the Prosecutor's office, Judges, and Law Enforcement Officials in regard to Temporary Orders of Protection.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Assisting constituents in filling out proper forms in filing Temporary Orders of Protection.
2. Relaying pertinent information to constituents regarding proper procedures in obtaining protection orders.
3. Answers questions regarding the criteria, process and possible scenarios involving protection orders.
4. Acting as the liaison between the Prosecutor's Office, Judges, and law enforcement officials for the constituent.
5. Assisting with referrals to victim assistance for anyone who has a pending domestic criminal case or who is interested in pursuing criminal charges.
6. Assisting with referrals to Peace at Home and other family assistance agencies to help with immediate availability of shelter, counseling, or other short term advocacy.
7. Assistance with service of out of County/out of State Temporary Protection Orders.
8. Coordinate with civil process and dispatch in proper entry of protective order data.
9. Follow up with constituents prior to the hearings; going over protocol for the daily events of the hearing; answering questions for constituents who are highly vulnerable.
10. Filing of documents as needed.
11. Assisting with phone traffic as needed.
12. Data research.
13. Data entry as needed.

importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

MENTAL DEMAND

Moderate mental demand. Operations requiring almost continuous attention, but work is sufficiently repetitive that a habit cycle is formed; operations requiring intermittent directed thinking to determine or select materials, equipment or operations where variable sequences may be selected by the employee.

ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat varied situations.

SUPERVISORY RESPONSIBILITIES

No supervision.

Supervises the following departments: Not indicated.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

No responsibility for this factor.

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

Generally controlled. General processes covered by established policies and standards with supervisory oversight.

ANNUAL MONETARY IMPACT

None. Job does not create any dollar monetary impact for the organization.

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



WASHINGTON COUNTY CIRCUIT CLERK'S OFFICE
 WASHINGTON COUNTY COURTHOUSE
 280 NORTH COLLEGE AVE SUITE 302
 FAYETTEVILLE, ARKANSAS 72701
 PHONE (479) 444-1538
 FAX (479) 4441537

Kyle Sylvester
 Circuit Clerk

March 1, 2019

Dear Committee Members,

This is a request to have Nataliya Metcalf adjusted in her pay grade.

Nataliya has proven to be invaluable to our staff with her extensive knowledge of procedures in the clerk's office and has shown to be reliable in her job duties. She has experience with several areas of our office including, but not limited to, Criminal Filing, Civil Filing, Domestic Filing, Court Desk procedures, Customer Service, and employee training.

She has five or more years of experience and has taken on added responsibility of assisting in training of other employees and heading up her particular area as a leader, which falls in line with her outstanding job performance. I would like to have her moved to the top of the third quartile in pay grade 13.

This position at the top of the third quartile will pay is \$17.25/hour.

With Nataliya's experience in this type of work and what she has brought to our county office, I feel that her performance, along with the fact that she will be carrying the workload of two job descriptions, allows for this compensation.

The current budget for salary will not need any appropriation to adjust for the funding as I have had an employee resign and I will not be filling that position this year.

Please contact me with any questions you may have, ksylvester@co.washington.ar.us or (479) 444-1539.

Sincerely,

Kyle Sylvester
 Washington County Circuit Clerk

**Washington County
Job Description**

JOB TITLE: Deputy Circuit Clerk II

Exempt: (Y/N):

DEPARTMENT: Circuit Clerk

DATE REVISED: September 2011

SUPERVISOR: Chief Deputy Clerk

SUMMARY:

Under the direction of the Circuit Clerk, the Deputy Circuit Clerk provides support service to the Circuit Clerk's office by providing assistance to attorneys and the general public. The incumbent performs data entry for seven (7) different courts, filing, ledger entry and typing. The incumbent provides assistance to the public in the filing of lawsuits for seven (7) different courts. Providing service to the Court in the selection of the Jury is part of this job. Records of attendance and pay-out reports must be kept. In addition, the incumbent prepares various reports, assists with telephone calls, and provides back up in the Real Estate area with data entry, when necessary. Indexing, proofing and scanning of Real Estate documents are important duties of this incumbent. All functions should be performed efficiently and in an accurate, timely, and professional manner as accurate data entry and records are of vital importance. The duty of training new deputy clerks falls within this description.

ESSENTIAL DUTIES AND RESPONSIBILITIES including the following: Other duties may be assigned.

1. Perform data entry for seven (7) courts.
2. Provide assistance to the public in filing of lawsuits, answering questions, etc, either on the telephone or in person.
3. Provide assistance to attorneys, to include filing new lawsuits, filing of re-opens, issue summons, executions, writs of garnishment, subpoenas, notary bonds, file pleadings as they are received and make certified copies.
4. Prepare Certification of Authentications for Out of State Courts.
5. File for all courts to include separating court work, numbering orders, docketing pleadings and indexing by year and case number, preparing and typing summons and writs of garnishment and returning requested certified copies by mail.
6. Open and set up new juvenile, criminal, civil and domestic relations files folders and instruments, file-stamp mark each instrument and abstract the information for docket sheets, assign petitions and orders to the judge, index new cases and pleadings and enter the data on the record. Certifying all criminal records.
7. Provide assistance to attorneys, surveyors, and abstractors, complete information sheets, make copies for customers and assist them in searches for old records. Assist surveyors with plats and surveys, by making copies.
8. Keep pleadings in numerical and court order for the purpose of filing in correct court files.
9. Maintain accurate records and reports of Jurors for 1st through 7th Divisions Courts, when necessary.

29. Perform duties for Land Record indexing when needed.
30. Perform duties for Land Document Scanning when needed.
31. Perform duties for the Computer Administrator when needed.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EXPERIENCE-GENERAL:

The incumbent should possess good typing, strong computer skills; excellent interpersonal skills; have strong written and verbal communication skills. The incumbent must have working knowledge of general office machines such as computer, copiers, Fax, printer, etc.

EXPERIENCE:

Five (5) years previous office experience with Circuit Clerk's office. Must have strong knowledge of Arkansas State Laws and meanings of real estate and legal terms. Deputy Clerk II is trained to cover for 4 different departments in the Circuit Clerk's office Previous experience in general office skills are critical to perform the duties of this position.

EDUCATION:

Minimum of high school diploma or general education degree (GED); with five years in-house experience in a Circuit Clerk's office. Must have Computer knowledge and high level of legal terms. The incumbent must have confidence to speak in front of people in order to perform duties of Jury selection.

INITIATIVE & INGENUITY:

Because this incumbent has been trained to back up 4 other positions along with her own, she must be a self-starter and proceed without supervision in order to step into these job positions at a moment's notice. The incumbent must be capable of making decisions on proper real estate filings, indexing of real estate documents or scanning of documents without direction from others.

MENTAL DEMAND:

Must be able to concentrate on a high level. The incumbent must be able to multi task at a moment's notice. The incumbent must be alert to problems that may develop in training new employees.

ANALYTICAL ABILITY/PROBLEM SOLVING:

The individual requires continuous attention to details. They must have the ability to second guess and problem solve with little information or wrong information. They must have the ability to use common sense in order to carry out written, oral or diagrammed instructions and the ability to deal with problems involved in a situation of a routine nature.

RESPONSIBILITY FOR WORK OF OTHERS:

Responsibility for work of others by directly supervising and training new Deputy Circuit Clerks. The incumbent carries out supervisory responsibilities in accordance with county's policies and applicable laws. Responsibilities including training, planning, assigning, and directing work, addressing complaints and resolving problems.

While performing the duties of this job, the employee must set for long periods of time; occasionally stand and walk; use hands to finger, handle, or feel objects and to talk or hear. Also, the employee must occasionally reach with hands and arms.

Specific vision abilities required by this job include close vision and abilities to interpret small numbers and letters on reduce copies.

The employee must occasionally be required to lift up to 10 pounds.

Russell Hill
COUNTY ASSESSOR



WASHINGTON COUNTY, ARKANSAS
COUNTY ASSESSOR

March 11, 2019

To: JESAP and Personnel Committees

Washington County Assessor Justification for Business Relations Specialist

The Washington County Assessor office has been requiring a position that, along with being competent in business and personal property assessments, would be capable of defending property assessed values at a range of forums: the Board of Equalization, civic functions and pertinent meetings. As a result, the position – Business Relations Specialist - has to have a deep understanding of relevant legislation, corresponding policies and procedures. The position will also have an advocacy role in assisting business owners or their agents in assessing capital items as well as leased goods in accordance with county policies and state laws.

Due to the retirement of an employee in a funded Grade 18 position, the Assessor office had this previous position re-rated as a Grade 17, so there is some savings to be gained. As a result of this vacancy being unfilled since the beginning of the year, there are no funding requirements from the General Fund. I currently have a county employee that would be the perfect fit for this position.

Respectfully,

Russell Hill
Washington County
Assessor

280 N. College Avenue, Suite 250 • Fayetteville, Arkansas 72701
Telephone: (479) 444-1519 • Fax: (479) 444-1518
rhill@co.washington.ar.us

Washington County is an Equal Employment Opportunity Minorities/Females/Disabilities/Veterans

Washington County Business Relations Specialist Job Description

Job Code:	17
Exempt:	No
Department:	Assessor's Office
Reports To:	Business Personal Property Manager
Location:	County Assessor's Office
Date Prepared:	December 05, 2018
Date Revised:	February 21, 2019

GENERAL DESCRIPTION OF POSITION

The Business Relations Specialist position is required to be competent in all functions of the Assessor's office concerning business and personal property appraisals and to ensure all property is assessed properly within Washington County, as well as perform public relations duties and be an ambassador representing the elected assessor at civic functions and pertinent meetings. The incumbent must be able to defend personal property values in front of the Board of Equalization. Must be able to represent and interpret all corresponding policies and procedures to ensure that all business property functions are performed efficiently and in a professional and timely manner. The incumbent must be knowledgeable and able to interpret all legislation concerning personal property assessment. Ideally the incumbent will have some legal knowledge of contracts and lease agreements. Must audit all types of business assessments, appraise county owned business property and participate in the operations of the office by assisting in all duties as needed. All assessments must be accurate in accordance with county policies and state laws to provide the records base for the County Collector for the appropriate amount of tax collection for the operation of the county, schools and cities. The incumbent must be able to complete and/or assist business owners or agents with assessments of the business furniture, fixtures, machinery, equipment, vehicles and inventory every year. This assistance may be in the office or on-site at the place of business, and may consist of explaining the assessment process as well as the discovery of new businesses. Aircraft and leased vehicles are also the responsibility of the business personal property department. The purpose of the position is to serve the public in a competent and respectful manner, provide convenient assessing, answer business questions/problems, and to ensure that each taxpayer is correctly assessed and entered into the business property database. The Business Personal Property department is responsible for accurately assessing \$1.5 billion in business property annually.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Complete business personal property assessment forms using the Arkansas Assessment Coordination Department manuals and commercial personal property depreciation schedules. Use the Assessor's search engine to research ownership of vehicles. Vehicles and heavy equipment that do not automatically depreciate must be adjusted using proper procedures at their disposal in accordance with State laws.
2. Ensure that all business personal property assessments made are accurate for the accounting of taxable business personal property each year.
3. Update assessment records and ensure that proper changes are entered into the database; such as business name changes, address changes as well as furniture, fixtures and equipment, including inventory updates and/or deletions.

4. Perform the public relations function for the assessor's office, including attending meetings and acting as an ambassador for the office.
5. Must interpret legislation, leases and contracts pertinent to personal property assessment.
6. Must defend appraised values when they are appealed to the board of equalization.
7. Provide assistance to the public in person, via telephone, email, on-line, or fax, or on-site, by providing information concerning assessed values or an explanation of the appraisal process.
8. Perform on-site inspections of property to determine exactly what needs to be assessed, answer questions, and explain the depreciation schedule used to arrive at an appraised value. Take measurements of suites, strip mall businesses, or any business with apportioned spaces, not using the entire building; in order to have accurate measurements for appraising by the square foot method if assessment is not turned in by business.
9. Insure correct identification of taxpayer for the Collector. Gather sufficient assessment information for verification of payment of taxes for the Collector in more than one county.
10. Provide assistance to newly established businesses, business professionals (such as CPA's and attorneys), out-of-state businesses, lease companies, or an unfamiliar proprietor with an accurate explanation of the assessment process.
11. Obtain information for "request for field check" forms; including accurate directions for locations of new businesses to be added or an "out-of-businesses" to be removed from the tax rolls.
12. Complete revised business personal property assessments with additional and/or deletions of furniture, fixtures, and equipment and inventory. Apply late penalty, if applicable.
13. Ensure that all business personal property assessments are accurate in accordance with state law, using standard appraisal principles, in order to provide the records base for the County Collector to collect the appropriate amount of tax for the operation of county, schools and cities.
14. After completion of all received current year renditions, the business personal property appraiser must check all previous existing assessments and contact the establishments to inquire why the rendition has not been received.
15. Conduct all liaison activities in a professional manner to ensure maximum cooperation between other county offices, internal co-workers, State Revenue department, Arkansas Assessment Coordination Department, and the Public Service Commission.
16. Ensure that all activities are performed professionally and ethically in accordance with the law to protect the individual rights of all citizens in Washington County.
17. Physically canvas county routinely to insure all businesses are assessed by address and account number.
18. Find and make sure all aircraft housed in Washington County are assessed annually.
19. Ensure that all leased vehicles are assessed so that lessees may get registrations and license tags. The Business Personal Property Appraiser acquires proper documentation and assigns the correct tax districts based on garaging address.

20. Complete required education or training whenever opportunities arise or are required, unless exempted by Elected Official.

21. Do special or research projects as assigned by the Assessor, Chief Deputy Assessor of Personal Property or Business Personal Property Manager.

22. Be familiar with and able to use the Real Estate database to identify tax districts, owners, contacts, and any items that could be double assessed with the real estate records (i.e. signs, freezers, coolers, lock boxes, ATM's gas pumps, tanks, canopies, etc.).

23. Be familiar with and able to use online mapping software for field checks and the annual new business canvas.

24. Do online and directory research along with field checks to establish if a business was operational or relocated as off the May 31st deadline.

25. Desk audit and enter self-reported assessments. If there is no contact, discover if still in business or relocated and try to get tax payer to provide yearly assessment by phone, email or letter. If no response and business is still operational Business Personal Property Appraiser will assess the business by square foot, force, or comparable method.

Make comparisons of like businesses. If the business is outside normal ranges for their square footage and asset reporting, contact by letter requesting a revision of the assessment.

Defend business appraisals at Equalization Board, County and Circuit Court hearings and give testimony at trials if necessary. Make adjustments to assessed values according to the determinations from these hearings.

Ensure that all information requested by the Arkansas Assessment Coordination Department, taxpayers, tax consultants, and others is available in a timely manner.

Must be knowledgeable of all legislative amendments and state regulations affecting the valuation of business property.

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

Knowledge of a specialized field (however acquired), such as basic accounting, computer, etc. Equivalent of four years in high school, plus night, trade extension, or correspondence school specialized training, equal to two years of college, 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

The incumbent must be certified by the Assessment Coordination Department as a Level IV appraiser within two years.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

Intermediate: Database

Basic: Accounting, 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 which would not only affect the operating efficiency of the individual involved, but would also affect the work operations of other employees and/or clientele to a slight degree.

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

Directed. Supervisory and/or professional skills using structured practices or policies and directed as to execution and review. Interpolation of learned things in moderately varied situations where reasoning and decision-making are essential.

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 \$150,000 to \$1,000,000.

ACCURACY

Probable errors would normally not be detected in succeeding operations and could possibly affect organization-patron relationship, involve re-work, or additional expenditures in order to properly resolve the error. The possibility of such errors would occur quite frequently in performance of the job. May also cause inaccuracies or incomplete information that would be used in other segments of the organization as a basis for making subsequent decisions, plans, or actions.

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.

Small. Job creates a monetary impact for the organization from \$100,000 to \$1mm.

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.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of highly complex machines and equipment; specialized or advanced software programs.

WORKING CONDITIONS

Somewhat disagreeable working conditions. Continuously exposed to one or two elements such as noise, intermittent standing, walking; and occasional pushing, carrying, or lifting.

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 stand, walk, sit, talk or hear; frequently required to use hands to finger, handle, or feel; and 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; color vision; and ability to adjust focus.

ADDITIONAL INFORMATION

EDUCATION and/or EXPERIENCE:

Minimum of high school diploma plus two (2) years of public service experience or two (2) Years of college with an emphasis in business. Bachelor's degree in business or public relations preferred. Formal legal training preferred. The incumbent must be certified by the Assessment Coordination Department as a Level IV appraiser within two years. A minimum of one (1) year appraising experience is preferred. Must have basic knowledge of accounting principles and the ability to understand and draw conclusions from financial statements to assist in the business appraisal process.

OTHER SKILLS and ABILITIES:

This position has considerable public contact, and should possess good communications skills, good human relations skills, decision-making skills, and have the ability to work cooperatively with the public. The incumbent should possess knowledge of modern office equipment, general computer skills and Microsoft Office. Must be able to organize and work with limited supervision.

DBCompensation Job Valuing Summary

SCENARIO **Washington County**
February 2019
 POSITION **Business Relations Specialist**
 JOB CODE: **17**

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.	4	45
4	Initiative & Ingenuity: Measure of ability to proceed alone, make decisions within authority, and ability to comprehend assignment.	4A 4	5 36
		4B 4	
		4C 2	
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.	5	70
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.	5	48
9	Responsibility for Accuracy: Opportunity for and probable effect of errors.	5	57
10	Accountabilities: Freedom to act, monetary impact, and impact on end results.	10A 5	9 110
		10B 2	
		10C 3	
11	Contacts with Public: Responsibility for effective handling of contacts.	5	80
12	Contacts with Employees: Responsibility for effective handling of others.	4	38
13	Machine-Computer Operations	6	120
14	Working Conditions	3	18
15	Physical Demand	2	8
TOTAL VALUE			754

SIGNED: _____

Item 19-I-028

ORDINANCE NO. 2019-

APPROPRIATION ORDINANCE

**BE IT ENACTED BY THE QUORUM
COURT OF THE COUNTY OF
WASHINGTON, STATE OF ARKANSAS,
AN ORDINANCE TO BE ENTITLED:**

**AN ORDINANCE CHANGING THE TITLE OF
GIS COORDINATOR IN THE COUNTY
ASSESSOR BUDGET TO BUSINESS
RELATIONS SPECIALIST FOR THE
COUNTY ASSESSOR BUDGET FOR 2019.**

WHEREAS, the Washington County Assessor desires to
change the title of the GIS Coordinator to the Business Relations Specialist.

**NOW, THEREFORE, BE IT ORDAINED BY THE QUORUM
COURT OF WASHINGTON COUNTY, ARKANSAS:**

ARTICLE 1. The title of the personnel position of GIS
Coordinator, Grade 18 (Position 0105020) in the County Assessor's Budget of the
General Fund (10000105) is hereby changed to Business Relations Specialist, Grade
17 (Position 0105020) for 2019.

JOSEPH K. WOOD, County Judge

DATE

BECKY LEWALLEN, County Clerk

Sidney A. Reynolds
IT Director



**WASHINGTON COUNTY, ARKANSAS
INFORMATION TECHNOLOGY**

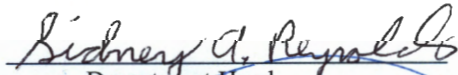
March 11, 2019

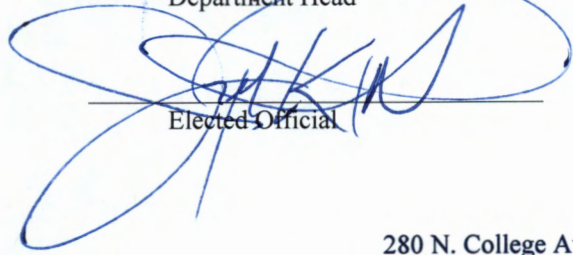
Combine Two Part Time Positions into One Full Time Position.

In the IT Department, we currently have 7 full time positions and 2 part time positions and we are barely keeping up with the workload. One of the issues we are having is that they part time employees are not able to contribute at the level we need for a number of reasons. It typically takes a full time experienced IT professional about 7 months to a year to get proficient with our systems because there are a lot of custom applications and configurations that have been built over the years that are unique to Washington County.

This problem is made much worse when an employee is working only 19 hours a week (Part time hours), instead of 40 hours a week. There are also other factors such as the difficulty we have had finding experienced candidates that are willing or able to accept a part time position and if they do accept the part time position, they are still looking for full time work.

Therefore, we would like to remove the line item for the two part time employees from the IT budget and add one more desktop Support technician. So, instead of having 7 full time employees and 2 part time employees, we would have eight full time employees.


Department Head


Elected Official

280 N. College Ave • Fayetteville, Arkansas 72701
Telephone: (479) 444-1728 • Fax: (479) 444-1731
Washington County is an Equal Opportunity Employer

Washington County Desktop Support Technician Job Description

Job Code:	18
Exempt:	Yes
Department:	Information Systems
Reports To:	Technology Director
Location:	Not indicated.
Date Prepared:	March 05, 2019
Date Revised:	

GENERAL DESCRIPTION OF POSITION

The IT Service Desk is the central point of contact for all IT related incidents and service requests. The role of the Desktop Support Technician is to provide support for all Washington County staff.

The Desktop Support Technician is responsible for resolving support requests as well as meeting customer satisfaction and continuous service delivery demands. IT Support staff work in a dynamic, fast-paced environment which provides services over the phone, through e-mail, phone, in person (for walk-in customers) and self-service.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Installation, configuration and ongoing usability of desktop computers, laptops, tablets, peripheral equipment and software with established standards and guidelines.
2. Support includes testing of computer systems and peripherals within established standards and guidelines.
3. The position utilizes one-on-one consultancy to end users and Network staff. Alerts management to recurring problems and patterns of problems.
4. Activities require interaction with application software and operating systems to diagnose and resolve unique, non-recurring problems.
5. Work with end users to evaluate additional and replacement hardware and software needs, and consult with vendors as needed.
6. Works with Help Desk and other IT staff as appropriate to determine and resolve problems received from users.
7. Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, application servers and administrative systems.
8. To maintain a first class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.
9. Escalates unresolved problems to the appropriate personnel to ensure the overall quality of information service delivery is being maintained at all times.
10. Follows up to ensure that the service was performed successfully.

11. Recommends and / or performs upgrades on systems to ensure longevity.
12. Works with vendor support contacts to resolve technical problems with desktop computing equipment and software.
13. 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

Knowledge of a specialized field (however acquired), such as basic accounting, computer, etc. Equivalent of four years in high school, plus night, trade extension, or correspondence school specialized training, equal to two years of college, plus 4 years related experience and/or training, and 12 to 18 months related management experience, or equivalent combination of education and experience.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

CompTIA Network+, A+, or Microsoft Technology Associate (MTA)

SOFTWARE SKILLS REQUIRED

Not indicated.

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; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

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; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

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

Directed. Supervisory and/or professional skills using structured practices or policies and directed as to execution and review. Interpolation of learned things in moderately varied situations where reasoning and decision-making are essential.

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 \$150,000 to \$1,000,000.

ACCURACY

Probable errors would normally not be detected in succeeding operations and could possibly affect organization-patron relationship, involve re-work, or additional expenditures in order to properly resolve the error. The possibility of such errors would occur quite frequently in performance of the job. May also cause inaccuracies or incomplete information that would be used in other segments of the organization as a basis for making subsequent decisions, plans, or actions.

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.

None. Job does not create any dollar monetary impact for the organization.

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.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular personal computer support, technical help, and/or basic software support, database analysis, level I technician, project coordination, installation and help desk.

WORKING CONDITIONS

Periodically exposed to such elements as noise, intermittent standing, walking, occasionally pushing, carrying, or lifting; but none are present to the extent of being disagreeable.

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 not indicated.

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.

ADDITIONAL INFORMATION

EDUCATION and/or EXPERIENCE:

3+ years of technical experience in an enterprise helpdesk or desktop support role. Preferred: Associate Degree or Higher in Computer Support Related area of study.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS:

Additional helpful certifications: CompTIA Network+, A+, or Microsoft Technology Associate (MTA)

SUPERVISION RECEIVED:

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

OTHER SKILLS and ABILITIES:

Must be knowledgeable with the concepts and policy controls of Active Directory. Knowledge of and experience with printer mapping, LAN/WAN network configuration, build, manage and update desktop images, and troubleshooting, as well as VPN client connectivity.

WASHINGTON COUNTY
Job Evaluation

Desktop Support
Specialist

JOB TITLE: Desktop Support Technician

Factor	Basis for Rating	Current Rating	Proposed Rating	Points
1	<u>Experience-General</u> : Minimum time to become familiar with requirements of the job.	7	7	74
2	<u>Experience</u> : Minimum time to become familiar with management requirements of the job.	3	3	99
3	<u>Education</u> : Preliminary formalized training or self-development expressed in terms of equivalent formal education.	5	4	45
4	<u>Initiative & Ingenuity</u> : Measure of ability to proceed alone, make decisions within authority, & ability to comprehend assignment.	6	5	36
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	5	70
7	<u>Responsibility for Work of Others - Supervision</u> : Appraises responsibility for work and direction of others.	0	0	0
8	<u>Responsibility for Funds, Equipment, Property, Etc.</u> : Personal responsibility and accountability for receipt, storage, issue, or use.	5	5	48
9	<u>Responsibility for Accuracy</u> : Opportunity for and probable effect of errors.	5	5	57
10	<u>Accountabilities</u> : Freedom to act, monetary impact, & impact on end results.	8	7	70
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.	4	4	38
13	<u>Machine Operations</u> :	6	8	210
14	<u>Working Conditions</u> :	2	2	12
15	<u>Physical Demand</u> :	2	2	8
		895		896
	Washington County Salary Grade Level	18		18

Signed: _____

Date: August 10, 2017

DBCompensation Job Valuing Summary

SCENARIO **Washington County**
March 2019
 POSITION **Desktop Support Technician**
 JOB CODE: **18**

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.	3	99
3	Education: Preliminary formalized training or self-development expressed in terms of equivalent formal education.	4	45
4	Initiative & Ingenuity: Measure of ability to proceed alone, make decisions within authority, and ability to comprehend assignment.	4A 4	5 36
		4B 3	
		4C 3	
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.	5	70
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.	5	48
9	Responsibility for Accuracy: Opportunity for and probable effect of errors.	5	57
10	Accountabilities: Freedom to act, monetary impact, and impact on end results.	10A 5	7 70
		10B 0	
		10C 3	
11	Contacts with Public: Responsibility for effective handling of contacts.	5	80
12	Contacts with Employees: Responsibility for effective handling of others.	4	38
13	Machine-Computer Operations	8	210
14	Working Conditions	2	12
15	Physical Demand	2	8
TOTAL VALUE			896

SIGNED: _____

Item 19-I-030

ORDINANCE NO. 2019-

APPROPRIATION ORDINANCE

BE IT ENACTED BY THE QUORUM COURT OF THE COUNTY OF WASHINGTON, STATE OF ARKANSAS, AN ORDINANCE TO BE ENTITLED:

AN ORDINANCE CREATING THE POSITION OF DESKTOP SUPPORT TECHNICIAN IN THE INFORMATION TECHNOLOGY BUDGET FOR 2019.

WHEREAS, the Washington County Information Technology department desires to create one full-time position and utilize existing money appropriated to it for part-time salaries.

NOW, THEREFORE, BE IT ORDAINED BY THE QUORUM COURT OF WASHINGTON COUNTY, ARKANSAS:

ARTICLE 1. There is hereby created one position of Desktop Support Technician (Position 0115019, Grade 18) in the Information Technology Budget of the General Fund (10000115) for 2019.

ARTICLE 2. The Quorum Court hereby approves the line item transfers from part-time salaries in the Information Technology Budget for 2019 to the following line items in the Information Technology Budget for 2019:

Salaries, Full-Time (0115019)	(10000155-1001)	\$ 26,522
Social Security Matching	(10000115-1006)	2,029
Noncontributory Retirement	(10000115-1008)	4,064
Health Benefit	(10000115-1009)	4,194
Life Benefit	(10000115-1016)	99

TOTAL LINE ITEM TRANSFERS: \$ 36,908

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JOSEPH K. WOOD, County Judge

DATE

BECKY LEWALLEN, County Clerk

Introduced by: **JP Ann Harbison**
Date of Passage:
Members Voting For:
Members Voting Against:
Members Abstaining:
Members Absent:



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 FOUNT
Official Court Reporter
rfourt@co.washington.ar.us

March 5, 2019

Re: Request to approve the change in title for an ERC Juvenile Position and salary

Dear Members of the JESAP, Personnel, Finance Committee and Quorum Court:

Due to reorganization resulting from recent staff moves, we are amending the title for one position of Evening Reporting Center (ERC) Juvenile Officer II to ERC Juvenile Probation Officer II/SPO.

Additionally, I am promoting a Juvenile Officer to the ERC Juvenile Officer Position that is vacant and the starting salary for the ERC position is less than what the Juvenile Probation Officer is currently making. This officer is currently making \$16.45 an hour and I want to promote him to the ERC position at \$17.26 per hour.

The reasons for this request are:

1. The Juvenile Officer has been employed with juvenile court since February 20, 2013;
2. The Juvenile Officer is bi-lingual in English and Spanish. Having a full-time bi-lingual officer is crucial to the efficient operation of our Evening Reporting Center and to better serve our citizens; and
3. The Juvenile Officer serves as a board member for the Arkansas Juvenile Officer Association, which promotes best practices for juvenile justice across the state.

I formally request that you amend the title of ERC Juvenile Officer II to ERC Juvenile Probation Officer II/SPO and authorize the promotion of a juvenile officer to the ERC Juvenile Officer at \$17.26.

Respectfully Yours,


Stacey Zimmerman

Circuit Judge

Washington County ERC Juvenile Probation 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.

Washington County

Juvenile Probation Officer II/Specialized Police Officer

Job Description

Job Code: 16
Exempt: No
Department: Juvenile Court Division
Reports To: Circuit Court Judge/Chief Juvenile Officer
Location: Juvenile Court Building
Date Prepared: August 30, 2016
Date Revised: August 31, 2016

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.

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. These Court Security Officers will 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, 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.

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. The 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 community care providers, juveniles, and families.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Notifies detained juvenile and family of crime(s), charge(s), and reason for detainment, including date, time, and location of detention hearing.
2. The officer will conduct an initial intake interview on Adjudicated FINS or Delinquency cases or Diversion for purposes of services.

3. 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 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 and other law enforcement agencies.
7. The Juvenile Officer will supervise cases judicial and non judicial in which they are assigned. 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.
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 AA/NA meetings.
 - 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 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 (both written and physical) to juveniles and their families as ordered by the court.

14. To perform all other functions assigned to him or her by this subchapter, by rules promulgated pursuant thereto, or by order of the court.

15. 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 and occasionally it may be necessary to pat search youth before they enter the vehicle or ERC.

16. Compile and maintain ERC paperwork.

17. Provide transportation for youth, in county-owned vehicles, to and from the ERC and their homes.

18. Coordinate with other programs/groups.

19. Perform frequent home visits to ensure compliance with court orders.

20. Maintain the safety and security of both youth and staff while at the ERC, during transports, and during home visits.

21. 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.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to prepare and interpret bar graphs.

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

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.

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.

No supervision.

Supervises the following departments: 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; frequently required to stand, walk; and occasionally required to reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include distance vision; color vision; peripheral vision; depth perception; ability to adjust focus; and close vision.

ADDITIONAL INFORMATION

EDUCATION and/or EXPERIENCE:

The officer should hold a Bachelor's Degree in a related field plus four (4) years of 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. 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.

Incumbent will be required to 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, unless the incumbent already possesses certification as a law enforcement officer in Arkansas. Incumbent must pass a background check, as well as a physical and psychological evaluation, in order to receive law enforcement training and certification.

OTHER SKILLS and ABILITIES:

The officer shall have 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 have 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.

ORDINANCE NO. 2019-

APPROPRIATION ORDINANCE

BE IT ENACTED BY THE QUORUM COURT OF THE COUNTY OF WASHINGTON, STATE OF ARKANSAS, AN ORDINANCE TO BE ENTITLED:

AN ORDINANCE CHANGING THE TITLE OF TWO FULL-TIME POSITIONS IN THE CIRCUIT COURT III BUDGET FOR 2019; AND, APPROPRIATING THE AMOUNT OF \$1,595 FROM UNAPPROPRIATED RESERVES TO THE CIRCUIT COURT III BUDGET FOR 2019.

WHEREAS, the Washington County Circuit Court III desires to change the titles of two full-time positions for 2019; and,

WHEREAS, additional money is needed to fund the salary of the Juvenile Probation Officer II position change for the Circuit Court III Budget for 2019.

NOW, THEREFORE, BE IT ORDAINED BY THE QUORUM COURT OF WASHINGTON COUNTY, ARKANSAS:

ARTICLE 1. The title of the personnel position of Juvenile Officer (Position 0403010, Grade 15) in the Circuit Court III Budget of the General Fund (10000403) is hereby changed to Juvenile Probation Officer II (Position 0403010, Grade 16) for 2019.

ARTICLE 2. The title of the personnel position of ERC Juvenile Officer II (Position 0403013, Grade 16) in the Circuit Court III Budget of the General Fund (10000403) is hereby changed to ERC Juvenile Probation Officer II/Specialized Police Officer (Position 0403013, Grade 16) for 2019.

39 **ARTICLE 3.** There is hereby appropriated the total amount
40 of \$1,595 from unappropriated reserves to the following Salary Line Items in the Circuit
41 Court III Budget for 2019:

42			
43	Salaries, Full-Time (0403010)	(10000403-1001)	\$ 1,296
44	Social Security/Medicare Matching	(10000403-1006)	100
45	Noncontributory Retirement	(10000403-1008)	199
46			
47	TOTAL APPROPRIATION:		<u>\$ 1,595</u>
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49			
50			
51			
52			

53 _____
54 JOSEPH K. WOOD, County Judge

_____ DATE

55 _____
56 _____
57 _____
58 BECKY LEWALLEN, County Clerk

59 Introduced by: **JP Ann Harbison**
60 Date of Passage:
61 Members Voting For:
62 Members Voting Against:
63 Members Abstaining:
64 Members Absent:
65