

Job Title	Probation/Pretrial Services Officer	CL - 23
Occupational Group*	Professional Line	

Job Summary

By statute, the Probation/Pretrial Services Officer serves in a Judiciary law enforcement position and assists in the administration of justice. Under the guidance and direction of a Supervisory Officer, incumbent conducts investigations, provides pre-sentence reports and sentencing recommendations to the court, and supervises offenders/defendants.

Representative Duties

- Under the guidance and direction of a Supervisory Officer, conduct pre-sentence investigations, including offense, prior record, and personal and family data. Compile, analyze, and evaluate information gathered during presentence investigations.
- Under the guidance and direction of a Supervisory Officer, prepare and present presentence report and sentencing recommendations to the court. Respond to judicial officers' requests for information and advice.
- Under the guidance and direction of a Supervisory Officer, supervise offenders to facilitate adherence to imposed conditions, reduce risk to the community, and provide correctional treatment, as necessary. Develop, recommend, and implement approved supervision plans.
- Under the guidance and direction of a Supervisory Officer, maintain personal contact with offenders through office and community/home visits and by telephone. Refer offenders to appropriate outside agencies such as medical and drug treatment facilities.
- Assist in providing offenders/defendants with information on local resources and programs regarding employment, GED certification assistance, ongoing education, and vocational training. Identify interests, aptitudes, and abilities of offenders/defendants through interviewing and gathering appropriate information. Assist offenders/defendants toward integration into the job market.
- Initiate contact with, reply to, and seek information from organizations and persons concerning offenders' behavior and conditions of supervision. Detect and investigate possible violations and assist in implementing appropriate alternatives and sanctions. Report violations to appropriate authorities.
- Maintain a detailed written record of case activity.

Factor 1 – Required Competencies (Knowledge, Skills, and Abilities)

Probation, Pretrial Services, and Law Enforcement

- General knowledge of criminal justice system. Familiarity with federal probation and parole legal requirements, policies, and procedures. Basic knowledge of sentencing guidelines and applicable case law. Basic knowledge of investigative and supervision techniques. Understanding of the roles, responsibilities and relationships among the federal courts, Parole Commission, and the Bureau of Prisons. Ability to utilize available OPPS defendant and offender workforce development resources. Ability to organize, prioritize, compile, and summarize work within established time frames. Ability to follow safety procedures.

Judgment and Ethics

- Knowledge of and compliance with the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment.

Written and Oral Communication/Interaction

- Ability to communicate effectively (orally and in writing) to individuals and groups, including law enforcement and collateral agency personnel at different governmental levels, community service providers, and offenders/defendants. Ability to interview and establish rapport with all contacts for the purpose of assisting senior officers with supervision and investigation.

Information Technology

- Knowledge of software and keyboarding for word processing, data entry, email, computers and report generation. Skill in using standard office equipment (telephones, copiers, scanners, fax

Job Title	Probation/Pretrial Services Officer	CL - 23
Occupational Group*	Professional Line	

machines, etc.). Skill in the use of computer software and automated systems to perform record checks, compile criminal history information, and conduct similar activities.

Factor 2 – Primary Job Focus and Scope

The primary focus of the job is to assist in fulfilling the statutory requirements of conducting pretrial and pre-sentence investigations, supervising offenders/defendants, making recommendations to the court, evaluating needs and conditions of supervision, and maximizing compliance for the purpose of ensuring community safety. Probation/Pretrial Services Officers perform entry level duties under the guidance and direction of higher level officers and supervisors.

Factor 3 – Complexity and Decision Making

Aspects of the work are generally standard and supported by procedures established in policies, directives, rules, laws, and local documentation. Probation/Pretrial Services Officers exercise judgment and tact while interacting with a variety of individuals, including judges, attorneys, and offenders/defendants. Incumbents receive direct and specific guidance concerning all aspects of work assignments and overall objectives. Decision making is limited and the supervisor is readily available.

Factor 4A – Interactions with Judiciary Contacts

In the presence of a senior officer, incumbents have contact with judicial officers and other court personnel to receive and provide case-related information. Other contacts are with peers, managers, and unit staff for the purpose of receiving and providing information.

Factor 4B – Interactions with External Contacts

In the presence of a senior officer, incumbents have contact with attorneys, law enforcement personnel, and offenders/defendants for the purpose of receiving and providing information.

Factor 5 – Work Environment and Physical Demands

Work is generally performed in an office setting, where offenders/defendants with violent backgrounds are often present. Field supervision functions and procedures require incumbents to have periodic contact in community areas with persons who have known violent backgrounds.

*Occupational Group:

- Operational Court Support Positions = **O**
- Administrative Court Support Positions = **A**
- Professional Administrative Positions = **PA**
- Professional Line Positions = **PL**

Job Title	Probation/Pretrial Services Officer	CL - 25
Occupational Group*	Professional Line	

Job Summary

By statute, the Probation/Pretrial Services Officer serves in a judiciary law enforcement position and assists in the administration of justice. The incumbent promotes community safety, gathers information, supervises offenders/defendants, interacts with collateral agencies, prepares reports, conducts investigations, and presents recommendations to the court. The Probation/Pretrial Services Officer may guide the work of officer assistants and other staff. The incumbent performs duties that involve general pretrial services or probation cases, under the guidance of a Supervisory Officer.

Representative Duties

- Under the guidance and direction of a Supervisory Officer, conduct investigations and prepare reports for the court with recommendations. Interview offenders/defendants and their families and collect background data from various sources. During process, interpret and apply policies and procedures, statutes, *Federal Rules of Criminal Procedures*, and *U.S. Sentencing Guidelines*, Monographs, and relevant case law, as applicable.
- Under the guidance and direction of a Supervisory Officer, enforce court-ordered supervision components and implement supervision strategies. Maintain personal contact with defendants and offenders, investigate employment, sources of income, lifestyle, and associates to assess risk and compliance. Address substance abuse, mental health, domestic violence, and similar problems and refer to appropriate specialist.
- Schedule and conduct drug use detection tests and DNA collection of offenders/defendants, following established procedures and protocols. Maintain paper and computerized records of test results. Maintain chain of custody of urinalysis testing materials. Respond to judicial officers' requests for information and advice. Testify in court as to the basis for factual findings and guideline applications, if warranted. Maintain detailed written records of case activity.
- Investigate and analyze financial documents and activities and take appropriate action. Interview victim(s) and provide victim impact statements to the court. Ensure compliance with *Mandatory Victims Restitution Act*.
- Under the guidance and direction of a Supervisory Probation Officer, review and resolve disputed issues involving defendants/offenders and present unresolved issues to the court for resolution. Assess offenders'/defendants' level of risk and develop a blend of strategies for controlling and correcting risk management.
- Provide offenders/defendants with information on local resources and programs regarding employment, GED certification assistance, ongoing education, and vocational training. Identify interests, aptitudes, and abilities of offenders/defendants through interviewing and gathering appropriate information. Assist offenders/defendants toward integration into the job market.
- Communicate with other organizations and personnel (such as the U.S. Parole Commission, Bureau of Prisons, law enforcement, treatment agencies, and attorneys) concerning offenders'/defendants' behavior and conditions of supervision. Identify and investigate violations and implement appropriate alternatives and sanctions. Discuss violations with Supervisory Probation Officer. Report violations of the conditions of supervision to the appropriate authorities. Prepare written reports of violation matters, and make recommendations for disposition. Testify at court or parole hearings. Conduct Parole Commission preliminary interviews.

Factor 1 – Required Competencies (Knowledge, Skills, and Abilities)

Probation, Pretrial Services, and Law Enforcement

- General knowledge of the roles and functions of the federal probation and/or pretrial services offices. General knowledge of the roles, responsibilities, and relationships among the federal courts, U.S. Parole Commission, U.S. Marshals Service, Bureau of Prisons, U.S. Attorney's Office, Federal Public Defender's Office, and other organizations. General knowledge of federal

Job Title	Probation/Pretrial Services Officer	CL - 25
Occupational Group*	Professional Line	

<p>pretrial services, probation and parole policies and procedures. Knowledge of surrounding community and available community resources. Knowledge of automated/internet resources and systems available for conducting background checks, criminal histories, and other similar information (i.e., National Crime Information Center). Knowledge of investigative and supervision techniques, including familiarity with resources available to verify offenders'/defendants' information. Knowledge of available OPPS defendant and offender workforce development resources.</p> <ul style="list-style-type: none"> • Skill in reviewing and summarizing legal concepts and issues. Skill in reasoning and critical thinking. Skill in relating to other people. Ability to evaluate case information and offender/defendant circumstances. Ability to compile and summarize information (such as background checks and criminal histories) within established time-frames. Ability to follow safety procedures. Ability to organize, prioritize work schedule, work with limited supervision, and to exercise discretion. Ability to work under pressure of short deadlines. <p>Judgment and Ethics</p> <ul style="list-style-type: none"> • Knowledge of and compliance with the <i>Code of Conduct for Judicial Employees</i> and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment. <p>Written and Oral Communication/Interaction</p> <ul style="list-style-type: none"> • Ability to communicate effectively (orally and in writing) to individuals and groups, including law enforcement and collateral agency personnel at different governmental levels, community service providers, and offenders/defendants. Ability to interview and gather information. <p>Information Technology</p> <ul style="list-style-type: none"> • Skill in the use of automated equipment including mobile devices, word processing, spreadsheet, and database applications, and various other types of software. Ability to utilize computer software and automated systems. Ability to perform record checks, record urinalysis results, compile criminal history information, and similar activities subsequent to instructions.
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Factor 2 – Primary Job Focus and Scope

The primary focus of the job is to support more experienced probation/pretrial services officers in fulfilling the statutory requirements of conducting pretrial and pre-sentence investigations, supervising offenders/defendants, making recommendations to the court, evaluating needs and conditions of supervision, and maximizing compliance for the purpose of ensuring community safety. Errors by incumbents may have the ultimate consequence of affecting the outcome of a legal matter, thus Probation/Pretrial Services Officers rely on guidance and direction from the supervisory officer.

Factor 3 – Complexity and Decision Making

Aspects of both the investigative and supervision functions of probation work are time-consuming and complicated. Incumbents work within tight deadlines. Generally, procedures are established and well documented. Probation/Pretrial Services Officers exercise some discretion in carrying out assigned responsibilities. Incumbents make decisions based on their level of knowledge and experience, with more complicated matters or problems referred to the supervisor.

Factor 4A – Interactions with Judiciary Contacts

The primary judiciary contacts are other probation/pretrial services staff, judicial officers and their staff, and staff of other court units for the purpose of conducting investigations, and maintaining accurate and up-to-date information in case files.

Factor 4B – Interactions with External Contacts

The primary external contacts are offenders/defendants and their families, other government agencies,

Job Title	Probation/Pretrial Services Officer	CL - 25
Occupational Group*	Professional Line	

U.S. Attorney's Office, U.S. Marshals, Bureau of Prisons, Parole Commission, attorneys, public safety/law enforcement officials, treatment providers, victims, and other members of the community for the purpose of investigating offenders'/defendants' backgrounds, obtaining and verifying arrest information, drafting sentencing guidelines, and performing similar activities.

Factor 5 – Work Environment and Physical Demands

Work is performed in an office setting as well as in the community. Work requires periodic contact with individuals who have known violent backgrounds. These contacts are made in both generally controlled office settings, as well as in uncontrolled or unsafe neighborhoods/environments during field supervision activities.

*Occupational Group:

- Operational Court Support Positions = **O**
- Administrative Court Support Positions = **A**
- Professional Administrative Positions = **PA**
- Professional Line Positions = **PL**

Job Title	Probation/Pretrial Services Officer	CL - 27
Occupational Group*	Professional Line	

Job Summary

By statute, the Probation/Pretrial Services Officer serves in a judiciary law enforcement position and assists in the administration of justice. The incumbent promotes promote community safety, gathers information, supervises offenders/defendants, interacts with collateral agencies, prepares reports, conducts investigations, and presents recommendations to the court. The Probation/Pretrial Services Officer may guide the work of officer assistants and other staff. The Incumbent performs duties that involve general pretrial services or probation cases, with supervisory guidance in some areas.

Representative Duties

- Conduct investigations, prepare reports, and make recommendations to the court. Interview offenders/defendants and their families, and collect background data from various sources. Interpret and apply policies, procedures, and statutes, *Federal Rules of Criminal Procedures*, and U.S. Sentencing Guidelines, Monographs, and relevant case law, as applicable.
- Enforce court-ordered supervision components and implement supervision strategies. Maintain personal contact with defendants and offenders. Investigate employment, sources of income, lifestyle, and associates to assess risk and compliance. Address substance abuse, mental health, domestic violence, and similar problems and work with appropriate specialist to implement necessary treatment or violation proceedings, through assessment, monitoring, and counseling.
- Schedule and conduct drug use detection tests and DNA collection of offenders/defendants, following established procedures and protocols. Maintain paper and computerized records of test results. Maintain chain of custody of urinalysis testing materials. Respond to judicial officers' requests for information and advice. Testify in court as to the basis for factual findings and guideline applications, as warranted. Serve as a resource to the court. Maintain detailed written records of case activity.
- Investigate and analyze financial documents and activities and take appropriate action. Interview victim(s) and provide victim impact statements to the court. Ensure compliance with *Mandatory Victims Restitution Act*. Enforce home confinement conditions ordered by the court, and perform home confinement reintegration on behalf of the Bureau of Prisons, as applicable.
- Review and resolve disputed issues involving offenders/defendants and present unresolved issues to the court for resolution. Assess offenders'/defendants' level of risk and develop a blend of risk management strategies for controlling and correcting risk.
- Provide offenders/defendants with information on local resources and programs regarding employment, GED certification assistance, ongoing education, and vocational training. Identify interests, aptitudes, and abilities of offenders/defendants through interviewing and gathering appropriate information. Work with offenders/defendants toward integration into the job market through cross-training, mentoring, and the use of up-to-date technology.
- Communicate with other organizations and personnel (such as U.S. Parole Commission, Bureau of Prisons, law enforcement, treatment agencies, and attorneys) concerning offenders'/defendants' behavior and conditions of supervision. Identify and investigate violations and implement appropriate alternatives and sanctions. Discuss violations with Supervisory Officer. Report violations of the conditions of supervision to the appropriate authorities. Prepare written reports of violation matters, and make recommendations for disposition. Conduct Parole Commission preliminary interviews. Guide the work of staff providing administrative and technical assistance to officers.

Factor 1 – Required Competencies (Knowledge, Skills, and Abilities)

Probation, Pretrial Services, and Law Enforcement

- Knowledge of the roles and functions of the federal probation and/or pretrial services offices.
- Knowledge of the roles, responsibilities, and relationships among the federal courts, U.S. Parole

Job Title	Probation/Pretrial Services Officer	CL - 27
Occupational Group*	Professional Line	

<p>Commission, U.S. Marshals Service, Bureau of Prisons, U.S. Attorney's Office, Federal Public Defender's Office, and other organizations. Knowledge of how other judicial processes and procedures relate to the officer's roles and responsibilities. Knowledge of federal law and the criminal justice system particularly as it relates to federal pretrial services, probation, and parole policies and procedures. Knowledge of surrounding community and available community resources. Knowledge of available OPPS defendant and offender workforce development resources.</p> <ul style="list-style-type: none"> • Knowledge of automated/internet resources and systems available for conducting background checks, criminal histories, and other similar information (i.e. National Crime Information Center). Knowledge of investigative techniques and skill in investigating offenders'/defendants' backgrounds, activities, and finances and determining legitimacy of their income. Knowledge of the <i>Bail Reform Act</i>. General knowledge of negotiation and motivational techniques. General knowledge of sentencing guidelines, statutes, Federal Rules of Criminal Procedure, and applicable case law. Knowledge of techniques in supervising offenders/defendants. Knowledge of legal terminology. • Skill in supervising offenders/defendants and performing risk assessment. Ability to conduct legal research related to a variety of applicable legal issues. Skill in legal reasoning and critical thinking. Skill in dealing with violent and/or difficult people. Skill in counseling offenders/defendants to maintain compliance to conditions of their release. Skill in evaluating and applying sentencing guidelines with guidance from supervisor. Ability to follow safety procedures. Ability to compile and summarize information such as background checks and criminal histories within established time-frames. Ability to discern deception and act accordingly. Ability to organize, prioritize work schedule, work with little supervision, and exercise discretion. Ability to work under pressure of short deadlines. <p>Judgment and Ethics</p> <ul style="list-style-type: none"> • Knowledge of and compliance with the <i>Code of Conduct for Judicial Employees</i> and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment. <p>Written and Oral Communication/Interaction</p> <ul style="list-style-type: none"> • Ability to interact and communicate effectively (orally and in writing) to individuals and groups, including law enforcement and collateral agency personnel at different government levels, community service providers, and offenders/defendants. Ability to interview and establish rapport with contacts at collateral agencies, offenders/defendants and their families/support systems, and others for the purpose of supervision and investigation. Most written communication for presentation to judicial officers is reviewed by a supervisor or senior officer. <p>Information Technology</p> <ul style="list-style-type: none"> • Skill in the use of automated equipment including mobile devices, word processing, spreadsheet, and database applications, and various other types of software. Ability to utilize computer software and automated systems to perform record checks, record urinalysis results, compile criminal history information, and similar activities. Skill in using investigative databases to gather information and data.
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Factor 2 – Primary Job Focus and Scope

The primary focus of the job is to fulfill statutory requirements to conduct pretrial and pre-sentence investigations, supervise offenders/defendants, make recommendations to the court, evaluate needs and conditions, and maximize compliance with minimal oversight. Probation/Pretrial Services Officers' performance assists the court in effectively processing probation and pretrial matters. A proper recommendation to the court maximizes the protection to the public. The probation and pretrial services system plays a key role and has a direct impact on the image of the court in its community.

Job Title	Probation/Pretrial Services Officer	CL - 27
Occupational Group*	Professional Line	

Factor 3 – Complexity and Decision Making

Probation/Pretrial Services Officers interpret and apply complex rules, policies, and procedures while ensuring judicial and statutory requirements are met. Managing a caseload and supervising offenders involves complicated issues. While the incumbent exercises judgment and decision making, significant recommendations to the court are discussed with the supervisory officer.

Factor 4A – Interactions with Judiciary Contacts

The primary judiciary contacts are other probation/pretrial services staff, judicial officers, and staff of other court units for the purpose of conducting investigations and maintaining accurate and up-to-date information in case files.

Factor 4B – Interactions with External Contacts

The primary external contacts are offenders/defendants and their families, other government agencies, U.S. Attorney's Office, U.S. Marshals, Bureau of Prisons, Parole Commission, attorneys, public safety/law enforcement officials, treatment providers, victims, and other members of the community for the purpose of investigating offenders'/defendants' backgrounds, obtaining and verifying arrest information, drafting sentencing guidelines, and performing similar activities.

Factor 5 – Work Environment and Physical Demands

Work is performed in an office setting as well as in the community, and may be subject to variable hours, including nights and weekends. Work requires periodic contact with persons with known violent backgrounds. These contacts are made in both generally controlled office settings and in uncontrolled or unsafe neighborhoods/environments where illegal activities and violence may occur.

*Occupational Group:

- Operational Court Support Positions = **O**
- Administrative Court Support Positions = **A**
- Professional Administrative Positions = **PA**
- Professional Line Positions = **PL**

Benchmark Job Description

Benchmark Job Title	Probation/Pretrial Services Officer CL-28
Occupational Group	Professional Line

Job Summary

By statute, probation and pretrial services officers serve in a judiciary law enforcement position and assist in the administration of justice and promote community safety, gather information, supervise offenders/defendants, interact with collateral agencies, prepare reports, conduct investigations, and present recommendations to the court. Officers may guide the work of probation/pretrial services officer assistants and other staff. Officers perform duties that involve general pretrial services or probation cases.

Representative Duties

These representative duties are intended to provide generalized examples of major duties and responsibilities that are performed by many positions in this benchmark. These representative duties are NOT intended to include any tasks or duties unique to a particular work location or position, nor are they intended to reflect all duties performed by positions covered by this benchmark.

- Conduct investigations and prepare reports for the court with recommendations, which requires interviewing offenders/defendants and their families, as well as collecting background data from various sources. An integral part of this process is the interpretation and application of policies and procedures, statutes, *Federal Rules of Criminal Procedures*, and may include U.S. Sentencing Guidelines, Monographs, and relevant case law. Track legal developments, and update staff and the court.
- Enforce court-ordered supervision components and implement supervision strategies. Maintain personal contact with defendants and offenders. Investigate employment, sources of income, lifestyle, and associates to assess risk and compliance. Address substance abuse, mental health, domestic violence, and similar problems and implement the necessary treatment or violation proceedings, through assessment, monitoring, and counseling.
- Schedule and conduct drug use detection tests and DNA collection of offenders/defendants, following established procedures and protocols. Maintain paper and computerized records of test results. Maintain chain of custody of urinalysis testing materials. Respond to judicial officer's request for information and advice. Testify in court as to the basis for factual findings and (if warranted) guideline applications. Serve as a resource to the court. Maintain detailed written records of case activity. May conduct surveillance and/or search and seizure at the direction of the court.
- Investigate and analyze financial documents and activities and take appropriate action. Interview victim(s) and provide victim impact statements to the court. Ensure compliance with *Mandatory Victims Restitution Act*. Responsible for enforcement of home confinement conditions ordered by the court, and in some districts may perform home confinement reintegration on behalf of the Bureau of Prisons.
- Analyze and respond to any objections. This may include resolving disputed issues and presenting unresolved issues to the court for resolution. Assess offenders'/defendants' level of risk and develop a blend of strategies for controlling and correcting risk management.
- Communicate with other organizations and persons (such as the U.S. Parole Commission, Bureau of Prisons, law enforcement, treatment agencies, and attorneys) concerning offenders'/defendants' behavior and conditions of supervision. Identify and investigate violations and implement appropriate alternatives and sanctions. Report violations of the conditions of supervision to the appropriate authorities. Prepare written reports of violation matters, and make recommendations for

disposition. Testify at court or parole hearings. Conduct Parole Commission preliminary interviews. Guide the work of staff providing administrative and technical assistance to officers. Knowledge of, and compliance with, the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment.

Factor 1 – Required Competencies (Knowledge, Skills, and Abilities)

Probation, Pretrial Services and Law Enforcement

- Knowledge of the roles and functions of the federal probation and/or pretrial services offices, including knowledge of the legal requirements, practices and procedures used in probation, parole, and/or pretrial services. Knowledge of the roles, responsibilities, and relationships among the federal courts, U.S. Parole Commission, U.S. Marshals Service, Bureau of Prisons, U.S. Attorney's Office, Federal Public Defender's Office, and other organizations.
- Knowledge of how other judicial processes and procedures relate to the officer's roles and responsibilities. Knowledge of federal law and the criminal justice system particularly as it relates to federal pretrial services, probation and parole policies and procedures. Knowledge of surrounding community and available community resources.
- Knowledge of automated/internet resources and systems available for conducting background checks, criminal histories, and other similar information (such as the National Crime Information Center).
- Knowledge of investigative techniques and skill in investigating offenders'/defendants' backgrounds, activities, finances and determining legitimacy of their income. Knowledge of the *Bail Reform Act*. Knowledge of negotiation and motivation techniques.
- Knowledge of sentencing guidelines, statutes, *Federal Rules of Criminal Procedure* and applicable case law. Knowledge of changes in the law. Knowledge of techniques in supervising offenders/defendants. Skill in supervising offenders/defendants, risk assessment, and developing appropriate alternatives and sanctions to non-compliant behavior. Knowledge of legal terminology.
- Skill in conducting legal research related to varied complex and difficult legal issues, related to sentencing and supervision. Skill in analyzing and summarizing legal concepts and issues. Skill in legal reasoning and critical thinking. Skill in dealing with violent and/or difficult people. Skill in counseling offenders/defendants to maintain compliance to conditions of their release. Skill in evaluating and applying sentencing guidelines. Ability to follow safety procedures. Ability to compile and summarize information (such as background checks and criminal histories) within established time-frames. Ability to discern deception and act accordingly.
- Ability to organize, prioritize work schedule, work independently with little or no supervision, and to exercise discretion. Ability to work under pressure of short deadlines.

Judgment and Ethics

- Knowledge of, and compliance with, the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment.

Written and Oral Communication/Interaction

- Skill in communicating (orally and in writing) and working with judges, attorneys, other law enforcement agencies, and correctional agencies. Ability to interact and communicate effectively (orally and in writing) with people of diverse backgrounds, including law enforcement and collateral agency personnel at different government levels, community service providers, and offenders/defendants. Ability to interview and establish rapport with contacts at collateral agencies, offenders/defendants and their families/support systems, and others for the purpose of supervision and investigation.

Information Technology and Automation

- Skill in the use of automated equipment including mobile devices, word processing, spreadsheet, and database applications, and various other types of software. Ability to utilize computer software and automated systems to perform record checks, record urinalysis results, compile criminal history information, and similar activities. Skill in interpreting and analyzing data from a variety of investigative databases.

Factor 2 – Primary Job Focus and Scope

The primary focus of the job is to fulfill statutory requirements to conduct pretrial and pre-sentence investigations, supervise offenders/defendants, make recommendations to the court, evaluate needs and conditions and maximize compliance for the purpose of ensuring community safety. A proper recommendation to the court maximizes the protection to the public. Society benefits from successful supervision and the use of detention alternatives by saving the costs of incarceration.

Factor 3 – Complexity and Decision Making

The job involves making independent decisions within the context of professional standards, broad policies, and general goals. Probation/pretrial services officers at this level gather and analyze information to determine or recommend the best course of action.

Factor 4A – Interactions with Judiciary Contacts

The primary judiciary contacts are other probation/pretrial services staff, judicial officers and staff of other court units for the purpose of conducting investigations, and maintaining accurate and up-to-date information in case files.

Factor 4B – Interactions with External Contacts

The primary external contacts are offenders/defendants and their families, other government agencies, U.S Attorney's Office, U.S. Marshals, Bureau of Prisons, Parole Commission, attorneys, public safety/law enforcement officials, treatment providers, victims, and other members of the community for the purpose of investigating offenders'/defendants' backgrounds, obtaining and verifying arrest information, drafting sentencing guidelines, and similar activities.

Factor 5 – Work Environment and Physical Demands

Work is performed in an office setting and in the community and may be subject to variable hours, including nights and weekends. Work requires regular contact with persons who have violent backgrounds. These contacts may be made in both generally controlled office settings as well as in field situations (such as uncontrolled and unsafe neighborhoods/environments where illegal activities and violence may occur).