Job Posting

Department:	25 - Probation & Parole
Organization:	254100 - Bureau of Central Services
Job Code/Title:	460201 - Parole Communications Operator
Position Number:	99999999
Announcement Number:	2015-572
County:	Dauphin
Work Location:	Central Office 1101 South Front Street Harrisburg, PA 17104
Type of Job:	Civil Service
Union:	AFSCME
Bargaining Unit:	A1
Seniority Unit:	Headquarters
Type Position:	Permanent / Full Time
Salary Range:	$37,722 - $56,834
Pay Schedule / Range:	ST / ST05
Posting Length:	15 days
Posting Dates:	9/2/2015 - 9/16/2015
Contact Number:	(717)787-5699 ext:1821 or aoshura@pa.gov
Information:	This division is a 24/7 unit. Available shifts will be discussed during the interview and are based upon operational need. Applicants will be advised of the shift they will be hired for when the official job offer is made. That will then be their assigned shift after appointment. Multiple positions may be filled using this job posting. Free Parking. This is a 40 hour work week position. This position is eligible for retirement benefits at age 60 or 65. New employees to the Board or current employees not

	previously fingerprinted during PBPP employment will be fingerprinted during the hiring process.
Description of Duties:	Monitors the Board's radio frequency on the Pennsylvania (PA) statewide radio network (PA-STARNet) in providing assistance to parole supervision staff as requested. Enters wanted person entries into National Crime Information Center (NCIC) when alerted by Community Correction Center/Community Contract Facility staff that parolees have failed to arrive, left the program without permission, or failed to return to the program as scheduled. Cancels such entries when absconders are apprehended. Monitors the Pennsylvania State Police (PSP) Commonwealth Law Enforcement Assistance Network (CLEAN) and NCIC computer systems. Receives and interprets CLEAN/NCIC messages, communicating with the transmitting agency as necessary. Responds to ‘hits' received from nationwide law enforcement at the local, state, and federal level regarding the location and/or apprehension of probation and parole violators. Assists in ascertaining such offenders' identity by reviewing the electronic case records of offenders to ensure that the offender in question is under the Board's jurisdiction, the nature of the offense, the status of the offender's parole/probation, to determine which parole supervision staff is to be notified, and that the offender is properly detained. Electronically communicates with parole supervision staff regarding apprehended absconders or arrested violators. Obtains criminal history record information from CLEAN/NCIC in response to requests from Board employees. Reviews Justice Network (J-Net) notifications on offenders arrested on new criminal charges, PA Department of Transportation address changes, protection from abuse orders, death notifications, court case dispositions, and warrants issued by other jurisdictions. Verifies information and forwards to parole supervision staff for proper action. Verifies the supervision status of arrested probationers and parolees for law enforcement agencies and validity of outstanding absconder warrants. Issues detainers to ensure the detention of absconders or arrested

probationers/parolees pending appropriate supervision staff intervention or Board action. Electronically provides Board detainers to police departments or other criminal justice agencies to facilitate the lodging of absconders or arrested violators in correctional facilities pending further investigation by parole supervision staff. Forwards all information regarding any arrest to the assigned parole supervision staff for follow-up investigation and hearing preparation.

When absconder or arrested probationer/parolee is located outside of the Commonwealth, issues an interstate detainer to ensure the detention of the absconder/violator until positive identification can be made. Transmits information regarding the detention via e-mail to the appropriate district and to the Division of Interstate Serves for further action/follow-up.

Maintains oversight of the Board's electronic monitoring computer for alerts and violation notices. Contacts offenders by telephone when electronic monitoring violations occur in an attempt to verify that the offender is at the approved residence. When verification does not occur, contacts the assigned parole supervision staff. Assesses offender's notification level to determine the need to call out parole supervision staff. Communicates all electronic monitoring activity to assigned parole supervision staff.

Maintains watch for Global Positioning System (GPS) alerts. Follows through with the appropriate actions and notifications to parole supervision staff.

Answers the Board's 1-800 number and responds to inquiries and requests received and assesses emergency level of the call. Communicates high-level emergencies immediately to the assigned parole supervision staff for response. Electronically notifies parole supervision staff of non-emergency situations and notifies the caller to contact the assigned agent.

Notifies the appropriate Deputy Executive Director and the appropriate Regional Director on major incidents involving law enforcement or parole supervision staff to provide incident details, action taken and/or directions issued.

Maintains an accurate automated log of events throughout

the duty shift concerning CLEAN/NCIC, radio frequency and GPS alerts, and telephone answering service activities and assures compliance with Board policy and procedures.

Relocates to the alternate work site to ensure that 24/7 communications continue when the primary location is deemed uninhabitable. Participates in yearly drills to ensure continuity of operations.

Schedules and attends required training each fiscal year.

Performs other related duties.

Essential Functions:

1. Maintain OMC case controls, databases, offender records and files. Compile and organize files and records.
2. Obtain and maintain CLEAN/NCIC and JNET certifications.
3. Utilize computer software & other office equipment to conduct Commonwealth business.
4. Respond in a timely manner to all communications.
5. Communicate clearly and effectively both orally and in writing.
6. Report to alternate worksite with required equipment and material when necessary.
7. Remain calm under stressful conditions.
8. Read, analyze, and interpret procedures and automated offender records.
9. Prioritize responsibilities.
10. Establish and maintain effective working relationships.

Last Date Job Applications Will Be Accepted: **Wednesday, September 16, 2015**

THIS IS AN ENTRY LEVEL POSITION

Recruitment Method(s):

Applicants must meet one (or more) of the following methods(s) to be considered for this vacancy:

- Civil Service Lists (Fill by examination in accordance with collective bargaining.)
- Promotion Without Examination
- Transfer
- Reassignment
- Voluntary Demotion

- Reinstatement

Eligibility - all candidates

1. Meet the minimum experience and training required for the job: Two years of clerical experience; or An equivalent combination of experience and training.

   SPECIAL REQUIREMENT:
   • All employees must obtain CLEAN and JNET certification within three months of employment and maintain these certifications for the duration of employment in this job.
2. Be a resident of Pennsylvania.
3. Be eligible for selection in accordance with Civil Service rules.

Eligibility - Competitive Promotion Without Examination Only

CLASS RESTRICTIONS

1. Have held regular civil service status in one of the following classifications:
   - Clerk Typist 3

   Applications will also be considered from Commonwealth employees in pay range 4 job titles for which there is a logical occupational, functional, or career development relationship to the posting. All applicants must meet the minimum experience and training requirements.

Selection Criteria

2. Minimum experience and training required for the job.
3. Meritorious service; defined as (a) the absence of any discipline above the level of written reprimand during the 12 months preceding the closing date of the posting, and (b) the last due overall regular or probationary performance evaluation was higher than unsatisfactory or fails to meet standards.
4. Seniority, defined as a minimum of one year(s) in the next lower class(es) by the posting closing date of 9/16/2015.

Application Instructions

5. Interested qualified applicants **must** submit all requested materials as specified in the "How To Apply Section". **Failure to comply with the above application requirements will eliminate you from consideration for this position.** Send

completed application materials to the address listed in "How To Apply" section.

6. Additional information may be obtained by calling: (717)787-5699

This section is issued for compliance with Management Directive 580.19, Promotion in the Classified Service without Examination.

How to apply - all candidates:

The following materials must be mailed and postmarked on or before **Wednesday, September 16, 2015**:

1. Completed Civil Service Application (0.40 MB)
2. Most Recent Employee Performance Review
3. PBPP Bid Form
4. For Voluntary Demotion Candidates - A memo/letter indicating you will accept the appropriate reduction in salary.

Failure to comply with the application requirements will eliminate you from consideration for this position.

The required documents must be received by or U.S. postmarked by the close of business on the closing date of this posting. Applicants using the interoffice mail system must allow sufficient time to be received by the closing date. Late applications will not be accepted.

If interested in applying by mail, please send above specified materials to:

Board of Probation and Parole
Bureau of Human Resources
1101 South Front Street, Suite 5600
Harrisburg, PA 17104-2522

APPLICATIONS MAY BE FAXED TO: (717) 772-4185

Individuals who wish to request an accommodation may contact the Disability Services Coordinator at (717) 787-5699 ext. 1325.

The Commonwealth of Pennsylvania is proud to be an equal opportunity employer supporting workforce diversity.

The Commonwealth of Pennsylvania is an equal opportunity employer.