



## **Job Descriptions**

Office of the Assessor – Pages 2-30

Office of the Circuit Clerk – Pages 31-75

Office of the Collector – Pages 76-90

Office of the County Clerk – Pages 91-121

Office of the County Judge – Pages 122-139

Office of the Detention Center – Pages 140-191

Office of the District Court – Pages 192-211

Office of the Drug Task Force – Pages 212-219

Office of Elections – Pages 220-224

Office of Information Technology – Pages 225-237

Office of the Juvenile Department – Pages 238-255

Office of Maintenance – Pages 256-280

Office of Emergency Management – Pages 281-291

Office of the Prosecuting Attorney – Pages 292-319

Office of the Public Defender – Pages 320-323

Office of the Road Department – Pages 324-362

Office of the Sheriff – Pages 363-435

Office of the Treasurer – Pages 436-449

Office of Veteran Services – Pages 450-460

# **Craighead County**

## **Assessor-Business Personal Property Administration**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Business Personal Property Administration  
**Reports To:** Cassidy Boone - Chief Deputy Assessor  
**Location:** 511 S Union St, Jonesboro AR 72401  
**Date Prepared:** February 28, 2019  
**Date Revised:** July 23, 2019

### **GENERAL DESCRIPTION OF POSITION**

Assist taxpayers and customers with business personal property assessments in person and by phone, email and fax in a professional and courteous manner.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Operate Personal Property Assessment software. This duty is performed daily.
2. Navigate CAMA software. This duty is performed daily.
3. Understand and abide by all laws and rules/regulations governing business personal property assessments. This duty is performed daily.
4. Assist taxpayers and customers with business personal property assessments in person and by phone, email and fax in a professional and courteous manner. This duty is performed daily.
5. Ensure accuracy of school districts when address changes are made or new accounts are opened. This duty is performed daily.
6. Generate corrections for business personal property assessments. This duty is performed weekly.
7. Review and process online assessments and correspond with the business owner. This duty is performed weekly.
8. Operate Motor Vehicle safely while on the job and maintain a clean driving record. This duty is performed as needed.
9. Canvas the county and perform site visits to discover new businesses and maintain accurate current assessments. This duty is performed weekly.
10. Each new business/business owner should be visited within the first year of opening. This duty is performed weekly.
11. Ensure proper completion of Commercial Property Rendition form while in the field and in the office, and ensure that all businesses in Craighead County are assessed each year. This duty is performed daily.
12. Complete necessary coursework to obtain and maintain a Level II Appraiser Certification or higher. Some overnight travel will be required. This duty is performed as needed.
13. Assist Personal Property Deputies and Real Property Appraisal Administration when needed. This duty is performed as needed.

14. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 3 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 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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

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

Level II Appraisal License within two years from date of employment

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

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

Advanced: 10-Key, Alphanumeric Data Entry, Database, Word Processing/Typing  
Basic: Spreadsheet

## **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**

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

### **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**

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.

### **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 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**

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**

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

### **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 of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

### **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**

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.

While performing the functions of this job, the employee is occasionally exposed to outdoor weather conditions. 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is continuously required to sit, use hands to finger, handle, or feel, talk or hear; regularly required to stand, walk; frequently required to reach with hands and arms; and occasionally required to stoop, kneel, crouch, or crawl. Specific vision abilities required by this job include close vision; and distance vision.

### **ADDITIONAL INFORMATION**

#### **EDUCATION/EXPERIENCE:**

Minimum of a high school diploma and three (3) years of customer service experience is required. An individual must be certified by the State of Arkansas Assessment Coordination Department as a Level II Appraiser within two years. One (1) year of appraising experience is preferred.

#### **OTHER SKILLS/ABILITIES:**

Due to considerable public contact, an individual must possess good communication skills, human relations skills and decision-making skills, as well as the ability to work cooperatively with the public and co-workers. Computer skills, typing ability and general knowledge of office machines is also required. All taxpayers/customers are to be treated equitably and courteously, and provided with prompt and accurate information regarding assessments.

#### **WORK ENVIRONMENT:**

The Assessor's Office is the primary work place and is typical of a normal office setting. However the employee will be required to travel throughout the county to canvas and perform site visits. Various weather conditions and atypical/uneven terrain may be experienced.

# **Craighead County**

## **Assessor-Chief Deputy Assessor**

### **Job Description**

**Job Code:** 1000  
**Exempt:** Yes  
**Department:** Chief Deputy Assessor  
**Reports To:** Hannah Towell - Assessor  
**Location:** 511 S Union St, Jonesboro AR 72401  
**Date Prepared:** February 28, 2019  
**Date Revised:** March 24, 2020

#### **GENERAL DESCRIPTION OF POSITION**

Act as second in command to the Assessor and assist with all office functions.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Operate all software used within the Assessor's Office. This duty is performed daily.
2. Understand and abide by all laws and rules/regulations governing real property appraisals and transfers. This duty is performed daily.
3. Establish and maintain a good working relationship with the office staff and reappraisal team to ensure a positive and productive work environment.
4. Assist the Assessor with all office operations. This duty is performed daily.
5. Perform all employee/office functions and assist all office departments as needed. This duty is performed as needed.
6. Assist taxpayers and customers in a professional and courteous manner.
7. Act as the Office Supervisor in the Assessor's absence. This duty is performed as needed.
8. Complete necessary coursework to obtain and maintain a Level IV Appraiser Certification or higher. Some overnight travel will be required. This duty is performed annually.
9. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 5 years related experience and/or training, and 3 years related management experience, or equivalent combination of education and experience.

#### **COMMUNICATION SKILLS**

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

### **MATHEMATICAL SKILLS**

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

### **CRITICAL THINKING SKILLS**

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

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

Level IV Appraisal Designation

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

Not indicated.

### **SOFTWARE SKILLS REQUIRED**

Advanced: Word Processing/Typing

Intermediate: 10-Key, Alphanumeric Data Entry, Contact Management, Database, Spreadsheet

Basic: Accounting

### **INITIATIVE AND INGENUITY**

#### **SUPERVISION RECEIVED**

Under administrative direction, setting up own standard of performance. Virtually self-supervising. Reports to senior management of the organization.

#### **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**

Intense mental demand. Operations requiring sustained directed thinking to analyze, solve, or plan highly variable, administrative, professional, or technical tasks involving complex problems or mechanisms.

### **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**

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

Supervises a moderate size group (8-15) of employees, but possibly smaller if difficult, semi-technical work, requiring considerable direction and assistance, is involved. Plans, directs and coordinates work, makes decisions, and performs personally the more difficult aspects of the same broad assignment.

Supervises the following departments: Not indicated.

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

Regularly responsible for funds, building premises, inventory, or other property owned, controlled, or leased by the organization and, in addition, may have temporary custody and responsibility of patron property, which through carelessness, error, loss, theft, misappropriation, or similar action would result in very important monetary losses to the organization. The total value for the above would range from \$1,000,000 to \$10,000,000.

### **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**

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

#### **ANNUAL MONETARY IMPACT**

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

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, plus frequent contact with senior level internal officials.

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

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

**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 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 continuously required to sit, use hands to finger, handle, or feel, talk or hear; regularly required to stand, walk, reach with hands and arms; occasionally required to 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 close vision; and color vision.

**ADDITIONAL INFORMATION****QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each duty satisfactorily once training is completed. The following sections are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable persons with disabilities to perform the essential functions.

**EDUCATION/EXPERIENCE:**

Minimum of a high school diploma and five (5) years of customer service experience is required. An individual must be certified by the State of Arkansas Assessment Coordination Department as a Level II Appraiser within two years; Level IV Appraiser must be sought soon after. One (1) year of appraising experience is preferred.

**OTHER SKILLS/ABILITIES:**

Due to considerable public contact, an individual must possess good communication skills, human relations skills and decision-making skills, as well as the ability to work cooperatively with the public and co-workers. Computer skills, typing ability and general knowledge of office machines also required. All taxpayers/customers are to be treated equitably and courteously, and provided with prompt and accurate information regarding assessments.

# **Craighead County**

## **Assessor-GIS Technician**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** GIS Technician  
**Reports To:** Hannah Towell - Assessor  
**Location:** 511 S Union St, Jonesboro AR 72401  
**Date Prepared:** February 28, 2019  
**Date Revised:** July 23, 2019

### **GENERAL DESCRIPTION OF POSITION**

Utilize all available resources to maintain the GIS map and conduct/assist with research regarding property boundaries.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Operate CAMA software. This duty is performed daily, about 100% of the time.
2. Operate mapping software. This duty is performed daily.
3. Understand and abide by all laws and rules/regulations governing real property appraisals and transfers. This duty is performed daily.
4. Understand and draw legal descriptions. This duty is performed daily.
5. Develop reports based on CAMA data and polygon data. This duty is performed weekly.
6. Research Circuit Clerk deeds and CAMA data in order to discover and correct erroneous parcels and information within all layers of the map. This duty is performed weekly.
7. Establish and maintain a good working relationship with the office staff, reappraisal team and mapping team to ensure a positive and productive work environment.
8. Assist taxpayers and customers in a professional and courteous manner. This duty is performed daily.
9. Assist Personal, Commercial and Real Property Administration as needed. This duty is performed as needed.
10. Complete necessary coursework to obtain and maintain a Level IV Appraiser Certification and complete Mapping coursework when available. Some overnight travel will be required. This duty is performed annually.
11. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area;

e.g. data processing, clerical/administrative, equipment operation, etc, plus 3 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 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**

Level IV Appraisal Designation within two years of employment date

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

Not indicated.

### **SOFTWARE SKILLS REQUIRED**

Advanced: 10-Key, Spreadsheet

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

Basic: Accounting

### **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**

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

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

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

## **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**

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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is continuously required to sit, use hands to finger, handle, or feel, talk or hear; regularly required to stand, walk, reach with hands and arms; occasionally required to 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 close vision; and color vision.

## **ADDITIONAL INFORMATION**

### **QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each duty satisfactorily once training is completed. The following sections are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable persons with disabilities to perform the essential functions.

### **EDUCATION/EXPERIENCE:**

Minimum of a high school diploma and three (3) years of customer service experience is required. An individual must be certified by the State of Arkansas Assessment Coordination Department as a Level II Appraiser within two years; Level IV Appraiser must be sought soon after. One (1) year of appraising experience is preferred.

### **OTHER SKILLS/ABILITIES:**

Due to considerable public contact, an individual must possess good communication skills, human relations skills and decision-making skills, as well as the ability to work cooperatively with the public and co-workers. Computer skills, typing ability and general knowledge of office machines also required. All taxpayers/customers are to be treated equitably and courteously, and provided with prompt and accurate information regarding assessments.

## **Craighead County**

### **Assessor-Personal Property Administration**

#### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Personal Property Administration  
**Reports To:** Cassidy Boone - Chief Deputy Assessor  
**Location:** 511 S Union St, Jonesboro AR 72401 AND/OR 107 Cobean Blvd, Lake City AR 72  
**Date Prepared:** February 28, 2019  
**Date Revised:** July 23, 2019

#### **GENERAL DESCRIPTION OF POSITION**

Arkansas State Law requires personal property to be assessed every year. The primary purpose of this position is to complete this process for taxpayers in person as well as via mail, phone and email/online (however the taxpayer chooses to contact us).

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Operate Personal Property Assessment software. This duty is performed daily, about 100% of the time.
2. Navigate CAMA software. This duty is performed daily.
3. Assist taxpayers and customers with personal property assessments in person and by phone, email and fax in a professional and courteous manner. This duty is performed daily.
4. Ensure accuracy of school districts when address changes are made or new accounts are opened. This duty is performed daily.
5. Generate corrections for personal property assessments. This duty is performed daily.
6. Understand and abide by all laws and rules/regulations governing personal property assessments. This duty is performed daily.
7. Review and process online assessments when needed. This duty is performed daily.
8. Assist Business Personal Property Administration when needed. This duty is performed as needed.
9. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, 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.

**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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

**REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

**PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

**SOFTWARE SKILLS REQUIRED**

Intermediate: 10-Key, Alphanumeric Data Entry, Database, Word Processing/Typing

Basic: Accounting, Contact Management, Spreadsheet

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

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

**PLANNING**

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

**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**

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.

**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**

Standardized. Accepted processes covered by well-defined standardized policies and procedures with supervisory review.

### **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**

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

## **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 of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

## **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**

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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for

varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is continuously required to sit, use hands to finger, handle, or feel, talk or hear; regularly required to stand, walk, reach with hands and arms; occasionally required to 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 close vision; and color vision.

#### **ADDITIONAL INFORMATION**

##### **EDUCATION/EXPERIENCE:**

Minimum of a high school diploma and two (2) years of customer service experience is required.

##### **OTHER SKILLS/ABILITIES:**

Due to considerable public contact, an individual must possess good communication skills, human relations skills and decision-making skills, as well as the ability to work cooperatively with the public and co-workers. Computer skills, typing ability and general knowledge of office machines is also required. All taxpayers/customers are to be treated equitably and courteously, and provided with prompt and accurate information regarding assessments.

# **Craighead County**

## **Assessor-Property Assessment Review**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Property Assessment Review  
**Reports To:** Cassidy Boone - Chief Deputy Assessor  
**Location:** 511 S Union St, Jonesboro AR 72401  
**Date Prepared:** February 28, 2019  
**Date Revised:** July 23, 2019

### **GENERAL DESCRIPTION OF POSITION**

Use all resources available to ensure proper assessments for Business Personal Property and Mobile Homes.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Operate Personal Property Assessment software, CAMA system, and mapping software. This duty is performed daily.
2. Understand and abide by all laws and rules/regulations governing property assessments and transfers. This duty is performed daily.
3. Assist taxpayers and customers with property assessments in person and by phone, email and fax in a professional and courteous manner. This duty is performed daily.
4. Canvas the county and perform site visits to discover property and maintain accurate assessment records. This duty is performed weekly.
5. Visit each new business and business owner within the first year of opening. Visit any businesses that are underreporting or not completing the rendition. This duty is performed weekly.
6. Visit Mobile Home Parks regularly to maintain a good working relationship with the owner and to maintain accurate tenant/owner records. This duty is performed monthly.
7. Operate Motor Vehicle safely while on the job and maintain a clean driving record. This duty is performed weekly.
8. Ensure proper completion of Commercial Property Rendition form while in the field and in the office, and ensure that all businesses in Craighead County are assessed each year. This duty is performed daily.
9. Process Commercial Personal Property Renditions in the office May-June, and at any other time as deemed necessary. This duty is performed daily.
10. Establish and maintain a good working relationship with the office staff and reappraisal team to ensure a positive and productive work environment.
11. Coordinate with the Real Property Administrator to ensure proper Mobile Home assessment and maintenance. This duty is performed weekly.
12. Assist Personal Property and Real Property Administration as needed. This duty is performed as needed.

13. Maintain the Mobile Home parcel point layer on the map. This duty is performed as needed.
14. Complete necessary coursework to obtain and maintain a Level II Appraiser Certification or higher. Some overnight travel will be required. This duty is performed annually.
15. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, 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 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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

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

Level II Appraisal Designation within two years of employment date

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

Level IV Appraisal Designation

## **SOFTWARE SKILLS REQUIRED**

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

Basic: 10-Key, Accounting

## **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**

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

### **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**

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 structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat 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 \$150,000 to \$1,000,000.

### **ACCURACY**

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

### **ACCOUNTABILITY**

#### **FREEDOM TO ACT**

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

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

### **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 of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

## **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 working environment, wherein there are disagreeable working conditions 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.

While performing the functions of this job, the employee is occasionally exposed to outdoor weather conditions. 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

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

## **ADDITIONAL INFORMATION**

### **EDUCATION/EXPERIENCE:**

Minimum of a high school diploma and four (4) years of customer service experience is required. An individual must be certified by the State of Arkansas Assessment Coordination Department as a Level II Appraiser within two years. One (1) year of appraising experience is preferred.

### **OTHER SKILLS/ABILITIES:**

Due to considerable public contact, an individual must possess good communication skills, human relations skills and decision-making skills, as well as the ability to work cooperatively with the public and co-workers. Computer skills, typing ability and general knowledge of office machines also required. All taxpayers/customers are to be treated equitably and courteously, and provided with prompt and accurate information regarding assessments.

### **WORK ENVIRONMENT:**

The Assessor's Office is the primary work place and is typical of a normal office setting. However the employee will be required to travel throughout the county to canvas and perform site visits. Various weather conditions and atypical/uneven terrain may be experienced.

# **Craighead County**

## **Assessor-Real Property Administration**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Real Property Administration  
**Reports To:** Cassidy Boone - Chief Deputy Assessor  
**Location:** 511 S Union St, Jonesboro AR 72401  
**Date Prepared:** February 28, 2019  
**Date Revised:** July 23, 2019

### **GENERAL DESCRIPTION OF POSITION**

All administrative functions regarding real property.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Operate CAMA software. This duty is performed daily, about 100% of the time.
2. Understand and abide by all laws and rules/regulations governing real property appraisals and transfers. This duty is performed daily, about 100% of the time.
3. Maintain Corrections, Sales Validation Letters and Homestead Credit Letters for all real property. This duty is performed daily.
4. Administer Amendment 79 functions including:.
5. Add and remove Homestead Credits and Property Value Freezes. This duty is performed daily.
6. Research Arkansas Department of Health & Vital Records for deceased property owners for Homestead Credit removal or transfer. This duty is performed monthly, about 10% of the time.
7. Scan and index Homestead Credit Letters, proof of disability and proof of age. This duty is performed weekly, about 7% of the time.
8. Prepare analysis for state auditor's Homestead Credit list annually. This duty is performed annually, about 2% of the time.
9. Research proof of assessments from various agency inquiries. This duty is performed daily, about 6% of the time.
10. Assess mobile homes. This duty is performed daily, about 4% of the time.
11. Establish and maintain a good working relationship with the office staff and reappraisal team to ensure a positive and productive work environment. This duty is performed daily.
12. Assist taxpayers and customers in a professional and courteous manner. This duty is performed daily.
13. Assist Personal and Commercial Property Administration as needed. This duty is performed as needed, about 0.5% of the time.
14. Complete necessary coursework to obtain and maintain a Level II Appraiser Certification or higher. Some overnight travel will be required. This duty is performed annually, about 1% of the time.

15. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 3 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 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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

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

Level II Appraisal Designation within two years employment date.

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

Level IV Appraisal Designation

## **SOFTWARE SKILLS REQUIRED**

Intermediate: Alphanumeric Data Entry, Database, Word Processing/Typing  
Basic: 10-Key, Accounting, Contact Management, Spreadsheet

## **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**

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

### **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**

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.

### **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 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**

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**

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

### **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 of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

### **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**

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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is continuously required to sit, use hands to finger, handle, or feel, talk or hear; regularly required to stand, walk, reach with hands and arms; occasionally required to 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 close vision; and color vision.

### **ADDITIONAL INFORMATION**

#### **QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each duty satisfactorily once training is completed. The following sections are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable persons with disabilities to perform the essential functions.

#### **EDUCATION/EXPERIENCE:**

Minimum of a high school diploma and three (3) years of customer service experience is required. An individual must be certified by the State of Arkansas Assessment Coordination Department as a Level II Appraiser within two years; Level IV Appraiser should be sought. One (1) year of appraising experience is preferred.

#### **OTHER SKILLS/ABILITIES:**

Due to considerable public contact, an individual must possess good communication skills, human relations skills and decision-making skills, as well as the ability to work cooperatively with the public and co-workers. Computer skills, typing ability and general knowledge of office machines also required. All taxpayers/customers are to be treated equitably and courteously, and provided with prompt and accurate information regarding assessments.

# **Craighead County**

## **Assessor-Sub/Urban Property Administration**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Sub/Urban Property Administration  
**Reports To:** Cassidy Boone - Chief Deputy Assessor  
**Location:** 511 S Union St, Jonesboro AR 72401  
**Date Prepared:** February 28, 2019  
**Date Revised:** July 23, 2019

### **GENERAL DESCRIPTION OF POSITION**

Administer all changes regarding urban and suburban property.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Operate CAMA software. This duty is performed daily, about 100% of the time.
2. Understand and abide by all laws and rules/regulations governing real property appraisals and transfers. This duty is performed daily, about 100% of the time.
3. Retrieve all deeds, plats and surveys recorded in the Circuit Clerk's Office. This duty is performed weekly.
4. Separate Lot & Block deeds from Acreage/Rural deeds. This duty is performed weekly.
5. Familiarity with legal descriptions.
6. Record deed and ownership changes for all urban and suburban property. This duty is performed daily.
7. Link or assign parcel numbers to the deeds and process the information in CAMA. This duty is performed daily.
8. Send Sales Validation Letters and Homestead Credit Letters for urban and suburban property. This duty is performed daily.
9. Scan/Import and Index deeds into CAMA and check for accuracy. This duty is performed weekly.
10. Establish and maintain a good working relationship with the office staff and reappraisal team to ensure a positive and productive work environment.
11. Assist taxpayers and customers in a professional and courteous manner. This duty is performed daily.
12. Assist Personal and Commercial Property Administration as needed. This duty is performed as needed.
13. Complete necessary coursework to obtain and maintain a Level II Appraiser Certification or higher. Some overnight travel will be required. This duty is performed annually.
14. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 3 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 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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

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

Level II Appraisal Designation within two years of employment date

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

Level IV Appraisal Designation

## **SOFTWARE SKILLS REQUIRED**

Intermediate: 10-Key, Alphanumeric Data Entry, Database, Word Processing/Typing

Basic: Accounting, Contact Management, Spreadsheet

## **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**

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

### **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**

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.

**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 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**

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**

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

**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 of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

**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**

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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is continuously required to sit, use hands to finger, handle, or feel, talk or hear; regularly required to stand, walk, reach with hands and arms; occasionally required to 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 close vision; and color vision.

## **ADDITIONAL INFORMATION**

### **QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each duty satisfactorily once training is completed. The following sections are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable persons with disabilities to perform the essential functions.

### **EDUCATION/EXPERIENCE:**

Minimum of a high school diploma and three (3) years of customer service experience is required. An individual must be certified by the State of Arkansas Assessment Coordination Department as a Level II Appraiser within two years; Level IV Appraiser should be sought. One (1) year of appraising experience is preferred.

### **OTHER SKILLS/ABILITIES:**

Due to considerable public contact, an individual must possess good communication skills, human relations skills and decision-making skills, as well as the ability to work cooperatively with the public and co-workers. Computer skills, typing ability and general knowledge of office machines also required. All taxpayers/customers are to be treated equitably and courteously, and provided with prompt and accurate information regarding assessments.

# **Craighead County**

## **Circuit Clerk-Assistant Chief Deputy**

### **Job Description**

**Job Code:** 3006  
**Exempt:** No  
**Department:** Circuit Clerk Assistant Chief Deputy  
**Reports To:** Circuit Clerk Chief Deputy  
**Location:** Main Court House  
**Date Prepared:** February 18, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Assist the Circuit Clerk and Chief Deputy Clerk with managing the Circuit Clerk's office and is responsible for the office and staff in the absence of the Circuit Clerk and Chief Deputy Clerk.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Perform data entry for courts. This duty is performed daily.
2. Collect and receipt filing and recording fees and payments of fines. This duty is performed daily.
3. Balance funds received with the end of day report. This duty is performed daily.
4. Provide assistance to the public in filing of cases, answering questions, etc., either on the telephone or in person. This duty is performed daily.
5. Provide assistance to attorneys, to include filing new cases, filing of re-opens, issue summons, executions, writs of garnishment, subpoenas, file pleadings as they are received, and make certified copies. This duty is performed daily.
6. Prepare Certification of Authentications for Out of State Courts. This duty is performed as needed.
7. File for all courts to include separating court work, orders, docketing pleadings and indexing by case number, preparing and typing summons and writs of garnishment, and returning requested certified copies by mail. This duty is performed daily.
8. Open and set up new criminal appeals, civil and domestic relations with electronic filing, assign petitions and orders, index new cases and pleadings and enter the data on the record, reviewing all criminal, civil, and domestic records. This duty is performed daily.
9. 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. This duty is performed daily.
10. Keep pleadings in court order (Domestic, Civil and Criminal) for the purpose of filing in correct court files. This duty is performed daily.
11. Receive, index, record, certify and mail out mortgages, deeds, financing statements, releases, liens and surveys and other instrument that are recorded. This duty is performed daily.
12. Proof read all computer entries ensuring accurate entry. Make corrections, as necessary. This duty is performed daily.

13. Insure that all juvenile records are maintained in a “confidential” manner and information relating to a juvenile is not released except to authorized persons. This duty is performed as needed.

14. Maintain DD214's in a “confidential” manner and not release except to authorized persons. This duty is performed as needed.

15. Scan and Data Entry Real Estate, misc. judgments, bonds, Lis Pendens, plats, etc., into the system to be viewed by public. This duty is performed daily.

16. •Financials (Daily and Monthly)•Jury•Criminal Office•Court•Red side when court is in session•Closing Cases•Supreme Court Appeals•Admin on Avid/Laredo•Monitor Time Off Request/Calendar•Payroll•Assist Employees with Daily Tasks•Provides day to day Job assignments•Monitors workflow in the office•Aids with Counseling Employees•Assist Circuit Clerk and Chief Deputy•Deposits for Bonds and Trustee•Back Up. This duty is performed daily.

17. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 4 years related experience and/or training, and 19 to 23 months related management experience, or equivalent combination of education and experience.

## **COMMUNICATION SKILLS**

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

Ability to 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 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**

Not indicated.

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

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

Intermediate: Accounting, Alphanumeric Data Entry, Payroll Systems, Presentation/PowerPoint, Spreadsheet, Word Processing/Typing

Basic: 10-Key, Contact Management, Human Resources Systems



## **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, 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**

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**

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

Supervises a moderate size group (8-15) of employees, but possibly smaller if difficult, semi-technical work, requiring considerable direction and assistance, is involved. Plans, directs and coordinates work, makes decisions, and performs personally the more difficult aspects of the same broad assignment.

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

## **ACCURACY**

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

## **ACCOUNTABILITY**

### **FREEDOM TO ACT**

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.

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

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

### **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 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 continuously required to use hands to finger, handle, or feel, talk or hear; regularly required to reach with hands and arms; and frequently required to stand, walk, sit; occasionally required to climb or balance, stoop, kneel, crouch, or crawl, taste or smell. The employee must occasionally lift and/or move up to 100 pounds; frequently lift and/or move up to 25 pounds; regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; color vision; peripheral vision; and ability to adjust focus.

## **ADDITIONAL INFORMATION**

- EXPERIENCE-GENERAL:** The incumbent should possess good typing, strong computer skills; excellent interpersonal skills; have strong written and verbal communication skills.
- EDUCATION:** Minimum of high school diploma or general education degree (GED); Five (5) years previous office experience; and general knowledge of legal and real estate terminology. Must have knowledge of computer basics and a working knowledge of "Window's" based programs, Word and Excel and highly specialized software (Contexte and Fiddler).
- INITIATIVE & INGENUITY:** This individual must be a self-starter and proceed without supervision in order to keep up with the volume of documents filed on a daily basis. The incumbent must be capable of making decisions on proper indexing without direction from others. They must be able to think quickly and effectually to research information for the customer.
- MENTAL DEMAND:** Must be able to concentrate on a high level. The incumbent must be able to multi task at a moment's notice.
- 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 FUNDS:** Money passes through the incumbent's hands on a daily basis. It is their responsible to accurately collect and receipt filing and recording fees and payments of fines.
- RESPONSIBILITY FOR ACCURACY:** The individual in this position must possess above average computer skills and above average accuracy in data entry. The data input effects decisions made in the court system and in our land records database.
- ACCOUNTABILITIES:** The incumbent is accountable not only to the Circuit Clerk's office but to the public as a whole. They are accountable to the court system, property owners, abstractors, lending institution. One error in data entry would be monumental to an individual's life. This involves Real Estate, Domestic Relations, Child Support, Civil suits, Juveniles and Criminal actions.
- CONTACTS WITH PUBLIC:** Deputy Clerks' have contact with the public constantly. Whether it is in their capacity as Jury trial clerk, their daily job as office clerk or by way of telephone, it is mandatory to be courteous, understanding and helpful. They must have the ability to effectively communicate information and respond to questions in person- to- person and small group situations with customer, clients, and the general public.
- CONTACTS WITH EMPLOYEES:** The incumbents must have a high degree of camaraderie to work together daily.

# **Craighead County**

## **Circuit Clerk-Chief Deputy**

### **Job Description**

**Job Code:** 1000  
**Exempt:** Yes  
**Department:** Chief Deputy Circuit Clerk  
**Reports To:** Circuit Clerk  
**Location:** Main Courthouse  
**Date Prepared:** February 18, 2019  
**Date Revised:** July 23, 2019

### **GENERAL DESCRIPTION OF POSITION**

Supervise all aspects of the Circuit Clerk's office and carry out the duties of the Circuit Clerk in his/her absence

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Perform data entry for courts. This duty is performed daily.
2. Collect and receipt filing and recording fees and payments of fines. This duty is performed daily.
3. Balance funds received with the end of day report. This duty is performed daily.
4. Provide assistance to the public in filing of cases, answering questions, etc., either on the telephone or in person. This duty is performed daily.
5. Provide assistance to attorneys, to include filing new cases, filing of re-opens, issue summons, executions, writs of garnishment, subpoenas, file pleadings as they are received, and make certified copies. This duty is performed daily.
6. Prepare Certification of Authentications for Out of State Courts. This duty is performed as needed.
7. Scan and Data Entry Real Estate, misc. judgments, bonds, Lis Pendens, plats, etc., into the system to be viewed by public. This duty is performed daily.
8. Accounts Payable and Receivable•Assist Employees with Daily Tasks•Provides day to day Job assignments•Monitors workflow in the office•Aids with Counseling Employees•Assist Circuit Clerk•Perform general maintenance •Deal with Vendors•Back Up. This duty is performed daily.
9. Monitor and Research Circuit Clerk Laws. This duty is performed daily.
10. Criminal, Domestic, Civil, and Juvenile Office. This duty is performed daily.
11. IT and equipment functions in Office. This duty is performed daily.
12. Reside when court is in session. This duty is performed as needed.
13. Closing Cases. This duty is performed as needed.
14. Oversee Appeals. This duty is performed as needed.
15. Admin on Avid/Laredo. This duty is performed daily.

16. Monitor Time Off Request/Calendar. This duty is performed weekly.

17. Payroll. This duty is performed weekly.

18. File for all courts to include separating court work, orders, docketing pleadings and indexing by case number, preparing and typing summons and writs of garnishment, and returning requested certified copies by mail. This duty is performed daily.

19. Open and set up new criminal appeals, civil and domestic relations with electronic filing, assign petitions and orders, index new cases and pleadings and enter the data on the record, reviewing all criminal, civil, and domestic records. This duty is performed daily.

20. 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. This duty is performed daily.

21. Keep pleadings in court order (Domestic, Civil and Criminal) for the purpose of filing in correct court files. This duty is performed daily.

22. Receive, index, record, certify and mail out mortgages, deeds, financing statements, releases, liens and surveys and other instrument that are recorded. This duty is performed daily.

23. Proof read all computer entries ensuring accurate entry. Make corrections, as necessary. This duty is performed daily.

24. Insure that all juvenile records are maintained in a "confidential" manner and information relating to a juvenile is not released except to authorized persons. This duty is performed as needed.

25. Maintain DD214's in a "confidential" manner and not release except to authorized persons. This duty is performed daily.

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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 5 years related experience and/or training, and 3 years related management experience, or equivalent combination of education and experience.

## **COMMUNICATION SKILLS**

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

## **MATHEMATICAL SKILLS**

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

**REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

**PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

**SOFTWARE SKILLS REQUIRED**

Intermediate: Accounting, Alphanumeric Data Entry, Database, Human Resources Systems, Payroll Systems

Basic: 10-Key, Contact Management, Presentation/PowerPoint, Word Processing/Typing

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

Under administrative direction, setting up own standard of performance. Virtually self-supervising. Reports to senior management of the organization.

**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 large organizational component and the organization's clientele.

**MENTAL DEMAND**

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

**ANALYTICAL ABILITY / PROBLEM SOLVING**

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**

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

Supervises a moderate size group (8-15) of employees engaged in important, complex operations, consisting of employees in different classifications who perform a wide variety of duties.

Supervises the following departments: Not indicated.

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

Regularly responsible for funds, building premises, inventory, or other property owned, controlled, or leased by the organization and, in addition, may have temporary custody and responsibility of patron property, which through carelessness, error, loss, theft, misappropriation, or similar action would result in very important monetary losses to the organization. The total value for the above would range from \$1,000,000 to \$10,000,000.

## **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**

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

### **ANNUAL MONETARY IMPACT**

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

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

### **IMPACT ON END RESULTS**

Major impact. Job has a considerable impact on the organization's end results. A high level of accountability to generate, manage, and/or control funds within 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 highly complex machines and equipment; specialized or advanced software programs.

## **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 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 continuously required to use hands to finger, handle, or feel, talk or hear; regularly required to reach with hands and arms; and frequently required to stand, walk, sit, climb or balance, stoop, kneel, crouch, or crawl; occasionally required to taste or smell. The employee must occasionally lift and/or move up to 100 pounds; frequently lift and/or move up to 25 pounds; regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; color vision; peripheral vision; and ability to adjust focus.

## **ADDITIONAL INFORMATION**

- EXPERIENCE-GENERAL:** The incumbent should possess good typing, strong computer skills; excellent interpersonal skills; have strong written and verbal communication skills.

- EDUCATION:** Minimum of high school diploma or general education degree (GED); Five (5) years previous office experience; and general knowledge of legal and real estate terminology. Must have knowledge of computer basics and a working knowledge of "Window's" based programs, Word and Excel and highly specialized court and land records software (Contexte and Fiddler).

- INITIATIVE & INGENUITY:** This individual must be a self-starter and proceed without supervision in order to keep up with the volume of documents filed on a daily basis. The incumbent must be capable of making decisions on proper indexing without direction from others. They must be able to think quickly and effectually to research information for the customer.

- MENTAL DEMAND:** Must be able to concentrate on a high level. The incumbent must be able to multi task at a moment's notice.

- 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 FUNDS:** Money passes through the incumbent's hands on a daily basis. It is their responsible to accurately collect and receipt filing and recording fees and payments of fines.

- RESPONSIBILITY FOR ACCURACY:** The individual in this position must possess above average computer skills and above average accuracy in data entry. The data input effects decisions made in the court system and in our land records database.

- ACCOUNTABILITIES:** The incumbent is accountable not only to the Circuit Clerk's office but to the public as a whole. They are accountable to the court system, property owners, abstractors, lending institution. One error in data entry would be monumental to an individual's life. This involves Real Estate, Domestic Relations, Child Support, Civil suits, Juveniles and Criminal actions.

- CONTACTS WITH PUBLIC:** Deputy Clerks' have contact with the public constantly. Whether it is in their capacity as Jury trial clerk, their daily job as office clerk or by way of telephone, it is mandatory to



be courteous, understanding and helpful. They must have the ability to effectively communicate information and respond to questions in person- to- person and small group situations with customer, clients, and the general public.

- CONTACTS WITH EMPLOYEES: The incumbents must have a high degree of camaraderie to work together daily.

# **Craighead County**

## **Circuit Clerk-Deputy Clerk**

### **Job Description**

**Job Code:** 3006  
**Exempt:** No  
**Department:** Circuit Clerk  
**Reports To:** Circuit Clerk/Assistant Circuit Clerk  
**Location:** County Courthouse Facility  
**Date Prepared:** May 01, 2019  
**Date Revised:** July 23, 2019

### **GENERAL DESCRIPTION OF POSITION**

Provide clerical duties and assistance to the public citizens, surveyors, abstractors and attorneys that visit or call the Circuit Clerk's office.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Perform data entry for courts.
2. Provide assistance to the public in filing of cases, answering questions, etc., either on the telephone or in person.
3. Provide assistance to attorneys, to include filing new cases, filing of re-opens, issue summons, executions, writs of garnishment, subpoenas, file pleadings as they are received, and make certified copies.
4. 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.
5. Keep pleadings in court order (Domestic, Civil and Criminal) for the purpose of filing in correct court files.
6. Receive, index, record, certify and mail out mortgages, deeds, financing statements, releases, liens and surveys and other instruments that are recorded.
7. Proof read all computer entries ensuring accurate entry. Make corrections, as necessary.
8. Scan and Data Entry Real Estate, misc. judgments, bonds, Lis Pendens, plats, etc., into the system to be viewed by public.
9. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, 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.

**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 use common sense understanding in order to carry out detailed written or oral instructions. Ability to deal with problems involving a few known variables in situations of a routine nature.

**REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

**PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

**SOFTWARE SKILLS REQUIRED**

Intermediate: Database, Spreadsheet

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

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

Under immediate supervision, performs general assignments of work, with periodic check of performance by supervisor.

**PLANNING**

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

**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**

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 repetitive. Activities with slight variation using a definite set of processes or directions with some degree of supervision. Choice of learned things in situations which conform to clearly established patterns and modes.

**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 of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

## **ACCOUNTABILITY**

### **FREEDOM TO ACT**

Standardized. Accepted processes covered by well-defined standardized policies and procedures with supervisory review.

### **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**

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

## **PUBLIC CONTACT**

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

## **EMPLOYEE CONTACT**

Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

## **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**

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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is frequently required to sit, use hands to finger, handle, or feel, talk or hear; and occasionally required to stand, walk, reach with hands and arms, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds; frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; and color vision.

### **ADDITIONAL INFORMATION**

- EXPERIENCE-GENERAL:** The incumbent should possess good typing, strong computer skills; excellent interpersonal skills; have strong written and verbal communication skills.

- EDUCATION:** Minimum of high school diploma or general education degree (GED); Must have knowledge of computer basics and a working knowledge of "Window's" based programs, Word and Excel.

- INITIATIVE & INGENUITY:** This individual must be a self-starter and proceed without supervision in order to keep up with the volume of documents filed on a daily basis. The incumbent must be capable of making decisions on proper indexing without direction from others. They must be able to think quickly and effectually to research information for the customer.

- MENTAL DEMAND:** Must be able to concentrate on a high level. The incumbent must be able to multi task at a moment's notice.

- 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 ACCURACY:** The individual in this position must possess above average computer skills and above average accuracy in data entry. The data input effects decisions made in the court system and in our land records database.

- ACCOUNTABILITIES:** The incumbent is accountable not only to the Circuit Clerk's office but to the public as a whole. They are accountable to the court system, property owners, abstractors, lending institution. One error in data entry would be monumental to an individual's life. This involves Real Estate, Domestic Relations, Child Support, Civil suits, and Criminal actions.

- CONTACTS WITH PUBLIC:** Deputy Clerks' have contact with the public constantly. Whether it is in their daily job as office clerk or by way of telephone, it is mandatory to be courteous, understanding and helpful. They must have the ability to effectively communicate information and respond to questions in person- to- person and small group situations with customers, clients, and the general public.

- CONTACTS WITH EMPLOYEES:** The incumbents must have a high degree of camaraderie to work together daily.

- MACHINE-COMPUTER OPERATIONS:** The incumbent should possess good typing, strong computer skills. The incumbent must have working knowledge of general office machines such as computer, copiers, Fax, printers, etc.

# **Craighead County**

## **Circuit Clerk-Deputy-Civil Clerk**

### **Job Description**

**Job Code:** 3006  
**Exempt:** No  
**Department:** Deputy Circuit Clerk - Civil  
**Reports To:** Assistant Chief Deputy Circuit Clerk  
**Location:** Main Courthouse  
**Date Prepared:** February 18, 2019  
**Date Revised:** July 23, 2019

### **GENERAL DESCRIPTION OF POSITION**

Perform duties and responsibilities of the Deputy Circuit Clerk - Civil position for Craighead County as assigned by the Chief Deputy and Assistant Chief Deputy on behalf of the Circuit Clerk.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Perform data entry for courts. This duty is performed daily.
2. Collect and receipt filing and recording fees and payments of fines. This duty is performed daily.
3. Balance funds received with the end of day report. This duty is performed daily.
4. Provide assistance to the public in filing of cases, answering questions, etc., either on the telephone or in person. This duty is performed daily.
5. Provide assistance to attorneys, to include filing new cases, filing of re-opens, issue summons, executions, writs of garnishment, subpoenas, file pleadings as they are received, and make certified copies. This duty is performed daily.
6. Prepare Certification of Authentications for Out of State Courts. This duty is performed as needed.
7. File for all courts to include separating court work, orders, docketing pleadings and indexing by case number, preparing and typing summons and writs of garnishment, and returning requested certified copies by mail. This duty is performed daily.
8. Open and set up new criminal appeals, civil and domestic relations with electronic filing, assign petitions and orders, index new cases and pleadings and enter the data on the record, reviewing all criminal, civil, and domestic records. This duty is performed daily.
9. 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. This duty is performed daily.
10. Keep pleadings in court order (Domestic, Civil and Criminal) for the purpose of filing in correct court files. This duty is performed daily.
11. Receive, index, record, certify and mail out mortgages, deeds, financing statements, releases, liens and surveys and other instrument that are recorded. This duty is performed daily.
12. Proof read all computer entries ensuring accurate entry. Make corrections, as necessary. This duty is performed daily.

13. Insure that all juvenile records are maintained in a “confidential” manner and information relating to a juvenile is not released except to authorized persons. This duty is performed as needed.

14. Maintain DD214's in a “confidential” manner and not release except to authorized persons. This duty is performed as needed.

15. Scan and Data Entry Real Estate, misc. judgments, bonds, Lis Pendens, plats, etc., into the system to be viewed by public. This duty is performed daily.

16. •Back Up•Civil Office•Front Counter•Judicial Sales•Juvenile•Orders of Protection•Out of State Subpoenas•Plats and Surveys. This duty is performed daily.

17. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, 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.

## **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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

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

Not indicated.

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

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

Intermediate: Alphanumeric Data Entry, Database, Word Processing/Typing

Basic: 10-Key, Accounting, Presentation/PowerPoint, Spreadsheet

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

### **PLANNING**

Limited responsibility with regard to general assignments in planning time, method, manner, and/or

sequence of performance of own work operations.

**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**

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 repetitive. Activities with slight variation using a definite set of processes or directions with some degree of supervision. Choice of learned things in situations which conform to clearly established patterns and modes.

**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 of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

**ACCOUNTABILITY**

**FREEDOM TO ACT**

Standardized. Accepted processes covered by well-defined standardized policies and procedures with supervisory review.

**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**

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

**PUBLIC CONTACT**

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

**EMPLOYEE CONTACT**



Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

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

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

### **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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is continuously required to use hands to finger, handle, or feel, talk or hear; regularly required to reach with hands and arms; and frequently required to stand, sit; occasionally required to walk, climb or balance, stoop, kneel, crouch, or crawl, taste or smell. The employee must occasionally lift and/or move up to 100 pounds; frequently lift and/or move up to 25 pounds; regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; color vision; peripheral vision; and ability to adjust focus.

### **ADDITIONAL INFORMATION**

- EXPERIENCE-GENERAL:** The incumbent should possess good typing, strong computer skills; excellent interpersonal skills; have strong written and verbal communication skills.

- EDUCATION:** Minimum of high school diploma or general education degree (GED); two (2) years previous office experience; and general knowledge of legal and real estate terminology. Must have knowledge of computer basics and a working knowledge of "Window's" based programs, Word and Excel and highly specialized software (Contexte and Fiddler).

- INITIATIVE & INGENUITY:** This individual must be a self-starter and proceed without supervision in order to keep up with the volume of documents filed on a daily basis. The incumbent must be capable of making decisions on proper indexing without direction from others. They must be able to think quickly and effectually to research information for the customer.

- MENTAL DEMAND:** Must be able to concentrate on a high level. The incumbent must be able to multi task at a moment's notice.

- 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 FUNDS:** Money passes through the incumbent's hands on a daily basis. It is their responsible to accurately collect and receipt filing and recording fees and payments of fines.

- RESPONSIBILITY FOR ACCURACY:** The individual in this position must possess above average computer skills and above average accuracy in data entry. The data input effects decisions made in the court system and in our land records database.

- ACCOUNTABILITIES:** The incumbent is accountable not only to the Circuit Clerk's office but to the public as a whole. They are accountable to the court system, property owners, abstractors, lending institution. One error in data entry would be monumental to an individual's life. This involves Real Estate, Domestic Relations, Child Support, Civil suits, Juveniles and Criminal actions.

- CONTACTS WITH PUBLIC:** Deputy Clerks' have contact with the public constantly. Whether it is in their capacity as Jury trial clerk, their daily job as office clerk or by way of telephone, it is mandatory to be courteous, understanding and helpful. They must have the ability to effectively communicate information and respond to questions in person- to- person and small group situations with customer, clients, and the general public.

- CONTACTS WITH EMPLOYEES:** The incumbents must have a high degree of camaraderie to work together daily.

# **Craighead County**

## **Circuit Clerk-Deputy-Criminal Clerk**

### **Job Description**

**Job Code:** 3006  
**Exempt:** No  
**Department:** Deputy Circuit Clerk - Criminal  
**Reports To:** Assistant Chief Deputy  
**Location:** Main Court House  
**Date Prepared:** February 18, 2019  
**Date Revised:** July 23, 2019

### **GENERAL DESCRIPTION OF POSITION**

Perform duties and responsibilities of the Deputy Circuit Clerk - Criminal position for Craighead County as assigned by the Chief Deputy and Assistant Chief Deputy on behalf of the Circuit Clerk.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Perform data entry for courts. This duty is performed daily.
2. Collect and receipt filing and recording fees and payments of fines. This duty is performed daily.
3. Balance funds received with the end of day report. This duty is performed daily.
4. Provide assistance to the public in filing of cases, answering questions, etc., either on the telephone or in person. This duty is performed daily.
5. Provide assistance to attorneys, to include filing new cases, filing of re-opens, issue summons, executions, writs of garnishment, subpoenas, file pleadings as they are received, and make certified copies. This duty is performed daily.
6. Prepare Certification of Authentications for Out of State Courts. This duty is performed as needed.
7. File for all courts to include separating court work, orders, docketing pleadings and indexing by case number, preparing and typing summons and writs of garnishment, and returning requested certified copies by mail. This duty is performed daily.
8. Open and set up new criminal appeals, civil and domestic relations with electronic filing, assign petitions and orders, index new cases and pleadings and enter the data on the record, reviewing all criminal, civil, and domestic records. This duty is performed daily.
9. 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. This duty is performed daily.
10. Keep pleadings in court order (Domestic, Civil and Criminal) for the purpose of filing in correct court files. This duty is performed daily.
11. Receive, index, record, certify and mail out mortgages, deeds, financing statements, releases, liens and surveys and other instrument that are recorded. This duty is performed daily.
12. Proof read all computer entries ensuring accurate entry. Make corrections, as necessary. This duty is performed daily.

13. Scan and Data Entry Real Estate, misc. judgments, bonds, Lis Pendens, plats, etc., into the system to be viewed by public. This duty is performed daily.

14. •Back Log Case Closings•Background Checks•Close Criminal Cases•Close out finances in Avid•Court•Criminal Office•Front Counter•Go to bank for Deposits and for Change•Inmate Mail•Issue Warrants•Jury•Mail•Manage Monarch Transfers•Prepare ADC packets•Receipting Bond and Trust Monies•Red Side when not in court•Sealing Records•Supreme Court Appeals. This duty is performed daily.

15. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, 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.

## **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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

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

Not indicated.

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

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

Intermediate: Alphanumeric Data Entry, Database, Word Processing/Typing  
Basic: 10-Key, Accounting, Presentation/PowerPoint, Spreadsheet

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

### **PLANNING**

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

### **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**

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 repetitive. Activities with slight variation using a definite set of processes or directions with some degree of supervision. Choice of learned things in situations which conform to clearly established patterns and modes.

### **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 of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

### **ACCOUNTABILITY**

#### **FREEDOM TO ACT**

Standardized. Accepted processes covered by well-defined standardized policies and procedures with supervisory review.

#### **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**

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

### **PUBLIC CONTACT**

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

### **EMPLOYEE CONTACT**

Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making

recommendations, but responsibility for action and decision reverts to others.

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

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

## **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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is continuously required to use hands to finger, handle, or feel, talk or hear; regularly required to sit, reach with hands and arms; and occasionally required to stand, walk, climb or balance, stoop, kneel, crouch, or crawl, taste or smell. The employee must occasionally lift and/or move up to 100 pounds; frequently lift and/or move up to 25 pounds; regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; color vision; peripheral vision; and ability to adjust focus.

## **ADDITIONAL INFORMATION**

- EXPERIENCE-GENERAL:** The incumbent should possess good typing, strong computer skills; excellent interpersonal skills; have strong written and verbal communication skills.

- EDUCATION:** Minimum of high school diploma or general education degree (GED); two (2) years previous office experience; and general knowledge of legal and real estate terminology. Must have knowledge of computer basics and a working knowledge of "Window's" based programs, Word and Excel and highly specialized software (Contexte and Fiddler).

- INITIATIVE & INGENUITY:** This individual must be a self-starter and proceed without supervision in order to keep up with the volume of documents filed on a daily basis. The incumbent must be capable of making decisions on proper indexing without direction from others. They must be able to think quickly and effectually to research information for the customer.

- MENTAL DEMAND:** Must be able to concentrate on a high level. The incumbent must be able to multi task at a moment's notice.

- 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 FUNDS:** Money passes through the incumbent's hands on a daily basis. It is

their responsible to accurately collect and receipt filing and recording fees and payments of fines.

- RESPONSIBILITY FOR ACCURACY:** The individual in this position must possess above average computer skills and above average accuracy in data entry. The data input effects decisions made in the court system and in our land records database.

- ACCOUNTABILITIES:** The incumbent is accountable not only to the Circuit Clerk's office but to the public as a whole. They are accountable to the court system, property owners, abstractors, lending institution. One error in data entry would be monumental to an individual's life. This involves Real Estate, Domestic Relations, Child Support, Civil suits, Juveniles and Criminal actions.

- CONTACTS WITH PUBLIC:** Deputy Clerks' have contact with the public constantly. Whether it is in their capacity as Jury trial clerk, their daily job as office clerk or by way of telephone, it is mandatory to be courteous, understanding and helpful. They must have the ability to effectively communicate information and respond to questions in person- to- person and small group situations with customer, clients, and the general public.

- CONTACTS WITH EMPLOYEES:** The incumbents must have a high degree of camaraderie to work together daily.

# **Craighead County**

## **Circuit Clerk-Deputy-Domestic Clerk**

### **Job Description**

**Job Code:** 3006  
**Exempt:** No  
**Department:** Deputy Circuit Clerk-Domestic  
**Reports To:** Assistant Chief Deputy  
**Location:** Main Courthouse  
**Date Prepared:** February 18, 2019  
**Date Revised:** July 23, 2019

### **GENERAL DESCRIPTION OF POSITION**

Perform duties and responsibilities of the Deputy Circuit Clerk - Domestic position for Craighead County as assigned by the Chief Deputy and Assistant Chief Deputy on behalf of the Circuit Clerk.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Perform data entry for courts. This duty is performed daily.
2. Collect and receipt filing and recording fees and payments of fines. This duty is performed daily.
3. Balance funds received with the end of day report. This duty is performed daily.
4. Provide assistance to the public in filing of cases, answering questions, etc., either on the telephone or in person. This duty is performed daily.
5. Provide assistance to attorneys, to include filing new cases, filing of re-opens, issue summons, executions, writs of garnishment, subpoenas, file pleadings as they are received, and make certified copies. This duty is performed daily.
6. Prepare Certification of Authentications for Out of State Courts. This duty is performed as needed.
7. File for all courts to include separating court work, orders, docketing pleadings and indexing by case number, preparing and typing summons and writs of garnishment, and returning requested certified copies by mail. This duty is performed daily.
8. Open and set up new criminal appeals, civil and domestic relations with electronic filing, assign petitions and orders, index new cases and pleadings and enter the data on the record, reviewing all criminal, civil, and domestic records. This duty is performed daily.
9. 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. This duty is performed daily.
10. Keep pleadings in court order (Domestic, Civil and Criminal) for the purpose of filing in correct court files. This duty is performed daily.
11. Receive, index, record, certify and mail out mortgages, deeds, financing statements, releases, liens and surveys and other instrument that are recorded. This duty is performed daily.
12. Proof read all computer entries ensuring accurate entry. Make corrections, as necessary. This duty is performed daily.



13. Maintain DD214's in a "confidential" manner and not release except to authorized persons. This duty is performed as needed.

14. Scan and Data Entry Real Estate, misc. judgments, bonds, Lis Pendens, plats, etc., into the system to be viewed by public. This duty is performed daily.

15. •Domestic Office•Front Counter•Child Support•Order of Protection•Mail•☐This duty is performed daily.

16. Back Up•Plats and Surveys. This duty is performed as needed.

17. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, 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.

## **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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

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

Not indicated.

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

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

Intermediate: Alphanumeric Data Entry, Database, Word Processing/Typing  
Basic: 10-Key, Accounting, Presentation/PowerPoint, Spreadsheet

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

### **PLANNING**

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

## **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**

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 repetitive. Activities with slight variation using a definite set of processes or directions with some degree of supervision. Choice of learned things in situations which conform to clearly established patterns and modes.

## **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 of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

## **ACCOUNTABILITY**

### **FREEDOM TO ACT**

Standardized. Accepted processes covered by well-defined standardized policies and procedures with supervisory review.

### **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**

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

## **PUBLIC CONTACT**

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

## **EMPLOYEE CONTACT**

Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal

course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

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

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

### **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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is continuously required to use hands to finger, handle, or feel, talk or hear; regularly required to reach with hands and arms; and frequently required to stand, sit; occasionally required to walk, climb or balance, stoop, kneel, crouch, or crawl, taste or smell. Specific vision abilities required by this job include close vision; color vision; peripheral vision; and ability to adjust focus.

### **ADDITIONAL INFORMATION**

- EXPERIENCE-GENERAL:** The incumbent should possess good typing, strong computer skills; excellent interpersonal skills; have strong written and verbal communication skills.

- EDUCATION:** Minimum of high school diploma or general education degree (GED); two (2) years previous office experience; and general knowledge of legal and real estate terminology. Must have knowledge of computer basics and a working knowledge of "Window's" based programs, Word and Excel and highly specialized software (Contexte and Fiddler).

- INITIATIVE & INGENUITY:** This individual must be a self-starter and proceed without supervision in order to keep up with the volume of documents filed on a daily basis. The incumbent must be capable of making decisions on proper indexing without direction from others. They must be able to think quickly and effectually to research information for the customer.

- MENTAL DEMAND:** Must be able to concentrate on a high level. The incumbent must be able to multi task at a moment's notice.

- 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 FUNDS:** Money passes through the incumbent's hands on a daily basis. It is

their responsible to accurately collect and receipt filing and recording fees and payments of fines.

- RESPONSIBILITY FOR ACCURACY:** The individual in this position must possess above average computer skills and above average accuracy in data entry. The data input effects decisions made in the court system and in our land records database.

- ACCOUNTABILITIES:** The incumbent is accountable not only to the Circuit Clerk's office but to the public as a whole. They are accountable to the court system, property owners, abstractors, lending institution. One error in data entry would be monumental to an individual's life. This involves Real Estate, Domestic Relations, Child Support, Civil suits, Juveniles and Criminal actions.

- CONTACTS WITH PUBLIC:** Deputy Clerks' have contact with the public constantly. Whether it is in their capacity as Jury trial clerk, their daily job as office clerk or by way of telephone, it is mandatory to be courteous, understanding and helpful. They must have the ability to effectively communicate information and respond to questions in person- to- person and small group situations with customer, clients, and the general public.

- CONTACTS WITH EMPLOYEES:** The incumbents must have a high degree of camaraderie to work together daily.

# **Craighead County**

## **Circuit Clerk-Deputy-Juvenile Clerk**

### **Job Description**

**Job Code:** 3006  
**Exempt:** No  
**Department:** Deputy Circuit Clerk-Juvenile  
**Reports To:** Assistant Chief Deputy  
**Location:** Main Courthouse  
**Date Prepared:** February 18, 2019  
**Date Revised:** July 23, 2019

### **GENERAL DESCRIPTION OF POSITION**

Perform duties and responsibilities of the Deputy Circuit Clerk - Juvenile position for Craighead County as assigned by the Chief Deputy and Assistant Chief Deputy on behalf of the Circuit Clerk.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Perform data entry for courts. This duty is performed daily.
2. Provide assistance to the public in filing of cases, answering questions, etc., either on the telephone or in person. This duty is performed daily.
3. Provide assistance to attorneys, to include filing new cases, filing of re-opens, issue summons, executions, writs of garnishment, subpoenas, file pleadings as they are received, and make certified copies. This duty is performed daily.
4. Prepare Certification of Authentications for Out of State Courts. This duty is performed as needed.
5. File for all courts to include separating court work, orders, docketing pleadings and indexing by case number, preparing and typing summons and writs of garnishment, and returning requested certified copies by mail. This duty is performed as needed.
6. Open and set up new criminal appeals, civil and domestic relations with electronic filing, assign petitions and orders, index new cases and pleadings and enter the data on the record, reviewing all criminal, civil, and domestic records. This duty is performed as needed.
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. This duty is performed daily.
8. Keep pleadings in court order (Domestic, Civil and Criminal) for the purpose of filing in correct court files. This duty is performed as needed.
9. Receive, index, record, certify and mail out mortgages, deeds, financing statements, releases, liens and surveys and other instrument that are recorded. This duty is performed daily.
10. Proof read all computer entries ensuring accurate entry. Make corrections, as necessary. This duty is performed daily.
11. Insure that all juvenile records are maintained in a "confidential" manner and information relating to a juvenile is not released except to authorized persons. This duty is performed daily.
12. Maintain DD214's in a "confidential" manner and not release except to authorized persons. This

duty is performed as needed.

13. Scan and Data Entry Real Estate, misc. judgments, bonds, Lis Pendens, plats, etc., into the system to be viewed by public. This duty is performed as needed.

14. Juvenile Office. This duty is performed daily.

15. Work with Juvenile Probation. This duty is performed daily.

16. Back Up Jury. This duty is performed as needed.

17. Back Up Case Closing. This duty is performed as needed.

18. Back Up Criminal violations/opening cases. This duty is performed as needed.

19. Back Up Red Side when Criminal Court in session. This duty is performed as needed.

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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, 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.

### **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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

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

Not indicated.

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

Not indicated.

### **SOFTWARE SKILLS REQUIRED**

Intermediate: Alphanumeric Data Entry, Database, Word Processing/Typing  
Basic: 10-Key, Accounting, Presentation/PowerPoint, Spreadsheet

### **INITIATIVE AND INGENUITY**

#### **SUPERVISION RECEIVED**

Under general supervision where standard practice enables the employee to proceed alone on

routine work, referring all questionable cases to supervisor.

### **PLANNING**

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

### **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**

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 repetitive. Activities with slight variation using a definite set of processes or directions with some degree of supervision. Choice of learned things in situations which conform to clearly established patterns and modes.

### **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 of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

### **ACCOUNTABILITY**

#### **FREEDOM TO ACT**

Standardized. Accepted processes covered by well-defined standardized policies and procedures with supervisory review.

#### **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**

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

### **PUBLIC CONTACT**

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-

initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

### **EMPLOYEE CONTACT**

Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

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

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

### **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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is continuously required to sit, use hands to finger, handle, or feel, talk or hear; frequently required to reach with hands and arms; occasionally required to stand, walk, climb or balance, stoop, kneel, crouch, or crawl, taste or smell. The employee must occasionally lift and/or move up to 100 pounds; frequently lift and/or move up to 25 pounds; regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; color vision; peripheral vision; and ability to adjust focus.

### **ADDITIONAL INFORMATION**

- EXPERIENCE-GENERAL:** The incumbent should possess good typing, strong computer skills; excellent interpersonal skills; have strong written and verbal communication skills.

- EDUCATION:** Minimum of high school diploma or general education degree (GED); two (2) years previous office experience; and general knowledge of legal and real estate terminology. Must have knowledge of computer basics and a working knowledge of "Window's" based programs, Word and Excel and highly specialized software (Contexte and Fiddler).

- INITIATIVE & INGENUITY:** This individual must be a self-starter and proceed without supervision in order to keep up with the volume of documents filed on a daily basis. The incumbent must be capable of making decisions on proper indexing without direction from others. They must be able to think quickly and effectually to research information for the customer.

- MENTAL DEMAND:** Must be able to concentrate on a high level. The incumbent must be able to multi task at a moment's notice.



- 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 FUNDS:** Money passes through the incumbent's hands on a daily basis. It is their responsible to accurately collect and receipt filing and recording fees and payments of fines.
- RESPONSIBILITY FOR ACCURACY:** The individual in this position must possess above average computer skills and above average accuracy in data entry. The data input effects decisions made in the court system and in our land records database.
- ACCOUNTABILITIES:** The incumbent is accountable not only to the Circuit Clerk's office but to the public as a whole. They are accountable to the court system, property owners, abstractors, lending institution. One error in data entry would be monumental to an individual's life. This involves Real Estate, Domestic Relations, Child Support, Civil suits, Juveniles and Criminal actions.
- CONTACTS WITH PUBLIC:** Deputy Clerks' have contact with the public constantly. Whether it is in their capacity as Jury trial clerk, their daily job as office clerk or by way of telephone, it is mandatory to be courteous, understanding and helpful. They must have the ability to effectively communicate information and respond to questions in person- to- person and small group situations with customer, clients, and the general public.
- CONTACTS WITH EMPLOYEES:** The incumbents must have a high degree of camaraderie to work together daily.

# **Craighead County**

## **Circuit Clerk-Deputy-Lake City Clerk**

### **Job Description**

**Job Code:** 3006  
**Exempt:** No  
**Department:** Deputy Circuit Clerk-Lake City  
**Reports To:** Assistant Chief Deputy  
**Location:** Lake City Courthouse  
**Date Prepared:** February 18, 2019  
**Date Revised:** July 23, 2019

### **GENERAL DESCRIPTION OF POSITION**

Perform duties and responsibilities of the Deputy Circuit Clerk - Lake City position for Craighead County as assigned by the Chief Deputy and Assistant Chief Deputy on behalf of the Circuit Clerk.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Perform data entry for courts. This duty is performed as needed.
2. Collect and receipt filing and recording fees and payments of fines. This duty is performed as needed.
3. Balance funds received with the end of day report. This duty is performed daily.
4. Provide assistance to the public in filing of cases, answering questions, etc., either on the telephone or in person. This duty is performed daily.
5. Provide assistance to attorneys, to include filing new cases, filing of re-opens, issue summons, executions, writs of garnishment, subpoenas, file pleadings as they are received, and make certified copies. This duty is performed as needed.
6. Prepare Certification of Authentications for Out of State Courts. This duty is performed as needed.
7. File for all courts to include separating court work, orders, docketing pleadings and indexing by case number, preparing and typing summons and writs of garnishment, and returning requested certified copies by mail. This duty is performed as needed.
8. Open and set up new criminal appeals, civil and domestic relations with electronic filing, assign petitions and orders, index new cases and pleadings and enter the data on the record, reviewing all criminal, civil, and domestic records. This duty is performed as needed.
9. 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. This duty is performed as needed.
10. Keep pleadings in court order (Domestic, Civil and Criminal) for the purpose of filing in correct court files. This duty is performed as needed.
11. Receive, index, record, certify and mail out mortgages, deeds, financing statements, releases, liens and surveys and other instrument that are recorded. This duty is performed as needed.
12. Proof read all computer entries ensuring accurate entry. Make corrections, as necessary. This duty is performed as needed.

13. Maintain DD214's in a "confidential" manner and not release except to authorized persons. This duty is performed as needed.

14. Scan and Data Entry Real Estate, misc. judgments, bonds, Lis Pendens, plats, etc., into the system to be viewed by public. This duty is performed as needed.

15. •Criminal, Civil, and Domestic Office•Front Counter. This duty is performed as needed.

16. 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**

Mental alertness and adaptability to office and field area work routines. Equivalent to four years high school or GED, with particular emphasis during high school in office skills, shop skills, or others, plus 12 to 18 months 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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

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

Not indicated.

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

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

Intermediate: Alphanumeric Data Entry, Database, Word Processing/Typing

Basic: 10-Key, Accounting, Presentation/PowerPoint

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

### **PLANNING**

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

### **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**

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 repetitive. Activities with slight variation using a definite set of processes or directions with some degree of supervision. Choice of learned things in situations which conform to clearly established patterns and modes.

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

Responsibility for work of others: Not indicated.

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

Regularly responsible for property where carelessness or error would result in only minor damage or minor monetary loss. Almost continuous care and attention is required when handling this property in order to prevent loss.

### **ACCURACY**

Probable errors of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

### **ACCOUNTABILITY**

#### **FREEDOM TO ACT**

Standardized. Accepted processes covered by well-defined standardized policies and procedures with supervisory review.

#### **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**

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

### **PUBLIC CONTACT**

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

### **EMPLOYEE CONTACT**

Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making

recommendations, but responsibility for action and decision reverts to others.

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

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

### **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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is continuously required to sit; regularly required to use hands to finger, handle, or feel, talk or hear; and frequently required to reach with hands and arms; occasionally required to stand, walk, climb or balance, stoop, kneel, crouch, or crawl, taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision; color vision; peripheral vision; and ability to adjust focus.

### **ADDITIONAL INFORMATION**

- EXPERIENCE-GENERAL:** The incumbent should possess good typing, strong computer skills; excellent interpersonal skills; have strong written and verbal communication skills.

- EDUCATION:** Minimum of high school diploma or general education degree (GED); two (2) years previous office experience; and general knowledge of legal and real estate terminology. Must have knowledge of computer basics and a working knowledge of "Window's" based programs, Word and Excel and part-time use of specialized software (Contexte and Fiddler).

- INITIATIVE & INGENUITY:** This individual must be a self-starter and proceed without supervision in order to keep up with the volume of documents filed on a daily basis. The incumbent must be capable of making decisions on proper indexing without direction from others. They must be able to think quickly and effectually to research information for the customer.

- MENTAL DEMAND:** Must be able to concentrate on a high level. The incumbent must be able to multi task at a moment's notice.

- 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 FUNDS:** Money passes through the incumbent's hands on a daily basis. It is their responsible to accurately collect and receipt filing and recording fees and payments of fines.
- RESPONSIBILITY FOR ACCURACY:** The individual in this position must possess above average computer skills and above average accuracy in data entry. The data input effects decisions made in the court system and in our land records database.
- ACCOUNTABILITIES:** The incumbent is accountable not only to the Circuit Clerk's office but to the public as a whole. They are accountable to the court system, property owners, abstractors, lending institution. One error in data entry would be monumental to an individual's life. This involves Real Estate, Domestic Relations, Child Support, Civil suits, Juveniles and Criminal actions.
- CONTACTS WITH PUBLIC:** Deputy Clerks' have contact with the public constantly. Whether it is in their capacity as Jury trial clerk, their daily job as office clerk or by way of telephone, it is mandatory to be courteous, understanding and helpful. They must have the ability to effectively communicate information and respond to questions in person- to- person and small group situations with customer, clients, and the general public.
- CONTACTS WITH EMPLOYEES:** The incumbents must have a high degree of camaraderie to work together daily.

# **Craighead County**

## **Circuit Clerk-Deputy-Land Records Clerk**

### **Job Description**

**Job Code:** 3006  
**Exempt:** No  
**Department:** Deputy Circuit Clerk-Recorder  
**Reports To:** Assistant Chief Deputy  
**Location:** Main Courthouse  
**Date Prepared:** February 18, 2019  
**Date Revised:** July 23, 2019

### **GENERAL DESCRIPTION OF POSITION**

Perform duties and responsibilities of the Deputy Circuit Clerk - Land Records position for Craighead County as assigned by the Chief Deputy and Assistant Chief Deputy on behalf of the Circuit Clerk.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Perform data entry for courts. This duty is performed as needed.
2. Collect and receipt filing and recording fees and payments of fines. This duty is performed daily.
3. Balance funds received with the end of day report. This duty is performed daily.
4. Provide assistance to the public in filing of cases, answering questions, etc., either on the telephone or in person. This duty is performed daily.
5. Provide assistance to attorneys, to include filing new cases, filing of re-opens, issue summons, executions, writs of garnishment, subpoenas, file pleadings as they are received, and make certified copies. This duty is performed daily.
6. Prepare Certification of Authentications for Out of State Courts. This duty is performed as needed.
7. File for all courts to include separating court work, orders, docketing pleadings and indexing by case number, preparing and typing summons and writs of garnishment, and returning requested certified copies by mail. This duty is performed as needed.
8. Open and set up new criminal appeals, civil and domestic relations with electronic filing, assign petitions and orders, index new cases and pleadings and enter the data on the record, reviewing all criminal, civil, and domestic records. This duty is performed as needed.
9. 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. This duty is performed daily.
10. Keep pleadings in court order (Domestic, Civil and Criminal) for the purpose of filing in correct court files. This duty is performed as needed.
11. Receive, index, record, certify and mail out mortgages, deeds, financing statements, releases, liens and surveys and other instrument that are recorded. This duty is performed daily.
12. Proof read all computer entries ensuring accurate entry. Make corrections, as necessary. This duty is performed daily.

13. Maintain DD214's in a "confidential" manner and not release except to authorized persons. This duty is performed as needed.

14. Scan and Data Entry Real Estate, misc. judgments, bonds, Lis Pendens, plats, etc., into the system to be viewed by public. This duty is performed daily.

15. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, 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.

## **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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

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

Not indicated.

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

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

Intermediate: Alphanumeric Data Entry, Database, Word Processing/Typing

Basic: 10-Key, Accounting, Presentation/PowerPoint, Spreadsheet

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

### **PLANNING**

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

### **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**

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 repetitive. Activities with slight variation using a definite set of processes or directions with some degree of supervision. Choice of learned things in situations which conform to clearly established patterns and modes.

**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 of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

**ACCOUNTABILITY****FREEDOM TO ACT**

Standardized. Accepted processes covered by well-defined standardized policies and procedures with supervisory review.

**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**

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

**PUBLIC CONTACT**

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

**EMPLOYEE CONTACT**

Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

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

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

## **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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is continuously required to sit, use hands to finger, handle, or feel, talk or hear; regularly required to reach with hands and arms; and frequently required to stand; occasionally required to walk, climb or balance, stoop, kneel, crouch, or crawl, taste or smell. The employee must occasionally lift and/or move up to 100 pounds; frequently lift and/or move up to 25 pounds; regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; color vision; peripheral vision; and ability to adjust focus.

## **ADDITIONAL INFORMATION**

- EXPERIENCE-GENERAL:** The incumbent should possess good typing, strong computer skills; excellent interpersonal skills; have strong written and verbal communication skills.

- EDUCATION:** Minimum of high school diploma or general education degree (GED); two (2) years previous office experience; and general knowledge of legal and real estate terminology. Must have knowledge of computer basics and a working knowledge of "Window's" based programs, Word and Excel and specialized software (Contexte and Fiddler).

- INITIATIVE & INGENUITY:** This individual must be a self-starter and proceed without supervision in order to keep up with the volume of documents filed on a daily basis. The incumbent must be capable of making decisions on proper indexing without direction from others. They must be able to think quickly and effectually to research information for the customer.

- MENTAL DEMAND:** Must be able to concentrate on a high level. The incumbent must be able to multi task at a moment's notice.

- 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 FUNDS:** Money passes through the incumbent's hands on a daily basis. It is their responsible to accurately collect and receipt filing and recording fees and payments of fines.

- RESPONSIBILITY FOR ACCURACY:** The individual in this position must possess above average computer skills and above average accuracy in data entry. The data input effects decisions made in

the court system and in our land records database.

- ACCOUNTABILITIES:** The incumbent is accountable not only to the Circuit Clerk's office but to the public as a whole. They are accountable to the court system, property owners, abstractors, lending institution. One error in data entry would be monumental to an individual's life. This involves Real Estate, Domestic Relations, Child Support, Civil suits, Juveniles and Criminal actions.

- CONTACTS WITH PUBLIC:** Deputy Clerks' have contact with the public constantly. Whether it is in their capacity as Jury trial clerk, their daily job as office clerk or by way of telephone, it is mandatory to be courteous, understanding and helpful. They must have the ability to effectively communicate information and respond to questions in person- to- person and small group situations with customer, clients, and the general public.

- CONTACTS WITH EMPLOYEES:** The incumbents must have a high degree of camaraderie to work together daily.

# **Craighead County**

## **Collector Chief Deputy**

### **Job Description**

**Job Code:** 3001  
**Exempt:** Yes  
**Department:** Collector  
**Reports To:** Tax Collector  
**Location:** 511 Union St, Ste 107, Jonesboro, AR  
**Date Prepared:** February 14, 2019  
**Date Revised:** July 23, 2019

### **GENERAL DESCRIPTION OF POSITION**

A Chief Deputy needs to oversee and supervise office staff in performing tax collection duties for Craighead County, organizing the county's day-to-day procedures with limited supervision. Chief Deputy responsibilities include maintaining records for all transactions, preparing monthly and quarterly financial reports and processing checks to the county Treasurer and processing refunds.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Prepares the county's tax books and collects the municipal, county, school, library and improvement district taxes and transfers this money to the county treasurer monthly for disbursements. This duty is performed daily.
2. Gathering and analyzing financial information for internal use. This duty is performed daily.
3. Supporting budgeting and funding. This duty is performed as needed.
4. Creating and updating spreadsheets of daily transactions. This duty is performed daily.
5. Managing taxpayers accounts. This duty is performed daily.
6. Reviewing and processing refunds. This duty is performed as needed.
7. Monitors and ensures department compliance with all applicable laws, regulations, codes, ordinances and standards. This duty is performed daily.
8. Create and update spreadsheets of daily transactions. This duty is performed daily.
9. Manage taxpayers accounts. This duty is performed daily.
10. Manage and maintain collector bank accounts. This duty is performed daily.
11. Manage accounts payable, quoting outside services/ major purchases. This duty is performed as needed.
12. Review and process refunds. This duty is performed as needed.
13. Prepare annual budgets. This duty is performed as needed.
14. Maintain reports on collection matrixes. This duty is performed monthly.
15. Keep records of tax payments - electronic copies of receipts. This duty is performed daily.

16. Identify and address account discrepancies. This duty is performed daily.
17. Recruit and train new employees, participates in interviews. This duty is performed as needed.
18. Participate in payroll processes. This duty is performed weekly.
19. Review contracts and terms of services. This duty is performed as needed.
20. Design and update financial procedures. This duty is performed as needed.
21. Advise on problems and suggest improvements. This duty is performed daily.
22. Supervise subordinate staff. This duty is performed daily.
23. Reconciliation of Assessor's extract to the opening Collector's tax books. This duty is performed as needed.
24. Verification of millage rates enacted by the Quorum Court of Craighead Count for the different taxing jurisdictions. This duty is performed as needed.
25. •Certification of Homestead credits to the state (March, June and November)•Publication of delinquent taxpayers and amounts by December 1st•Mass mailing of tax statements in March•Close the current tax books on October 15th•Preliminary final tax settlement report to the County Clerk•Performs problem solving and decision making in unusual tax situations•Monitors daily, monthly and annual balancing functions and reports•Attends meetings on behalf of Collector; acts as notary•Assumes responsibility for office in absence of Collector. This duty is performed quarterly.
26. Perform any other related duties as required or assigned.

## **QUALIFICATIONS**

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

## **EDUCATION AND EXPERIENCE**

Broad knowledge of such fields as accounting, marketing, business administration, finance, etc. Equivalent to a four year college degree, plus 5 years related experience and/or training, and 3 years related management experience, or equivalent combination of education and experience.

## **COMMUNICATION SKILLS**

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

## **MATHEMATICAL SKILLS**

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

## **CRITICAL THINKING SKILLS**

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

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

Experience, Willing to Learn, Problem Solving, Systems Analysis.

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

CPA, MBA, BS in Accounting / Finance, Notary Public,

## **SOFTWARE SKILLS REQUIRED**

Mastery: Alphanumeric Data Entry, Contact Management, Other

Advanced: 10-Key, Database, Spreadsheet, Word Processing/Typing

Intermediate: Accounting

Basic: Human Resources Systems, Payroll Systems, Presentation/PowerPoint

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

Under administrative direction, setting up own standard of performance. Virtually self-supervising. Reports to senior management of the organization.

### **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**

Intense mental demand. Operations requiring sustained directed thinking to analyze, solve, or plan highly variable, administrative, professional, or technical tasks involving complex problems or mechanisms.

## **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**

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

Supervises a moderate size group (8-15) of employees, but possibly smaller if difficult, semi-technical work, requiring considerable direction and assistance, is involved. Plans, directs and coordinates work, makes decisions, and performs personally the more difficult aspects of the same broad assignment.

Supervises the following departments: Not indicated.

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

Regularly responsible for funds, building premises, inventory, or other property owned, controlled, or leased by the organization and, in addition, may have temporary custody and responsibility of patron

property, which through carelessness, error, loss, theft, misappropriation, or similar action would result in very important monetary losses to the organization. The total value for the above would range from \$1,000,000 to \$10,000,000.

### **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**

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

#### **ANNUAL MONETARY IMPACT**

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

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, plus frequent contact with senior level internal officials.

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

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

### **WORKING CONDITIONS**

Normal working conditions as found within an office setting, wherein there is controlled temperature and a low noise level, plus a minimum of distractions.

### **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.

High diversity, low physical. Work activities which allow for considerable amount of diversity as an incumbent performs a variety of tasks. Such tasks might be performed from a given work area, or the individual may move about physically in performing a variety of duties.

While performing the functions of this job, the employee is continuously required to use hands to finger, handle, or feel, talk or hear; regularly required to stand, walk, sit, reach with hands and arms; occasionally required to climb or balance, stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 25 pounds; regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; and peripheral vision.

## **ADDITIONAL INFORMATION**

### **Requirements**

- Proven work experience as an Administrator, or similar role
- Organizational and leadership skills
- Strong financial management skills
- Knowledge of County and state laws and regulations governing taxes and tax collections
- Knowledge of Craighead County policies and procedures
- Skill in developing and maintaining cooperative working relationships with other County Departments
- Ability to present information and respond to questions from taxpayers and the general public
- Considerable skill in dealing with the public
- Excellent analytical skills with aptitude in math and experience creating reports and presentations
- Solid time management skills with an ability to prioritize work
- Hands-on experience with spreadsheets and proprietary software
- Advanced knowledge of MS Excel (creating spreadsheets and charts and using financial Excel functions) and MS Office
- Good understanding of bookkeeping procedures
- Time-management and organization skills
- Problem solving, patience and ability to manage stress
- Customer service orientation and negotiation skills
- High degree of accuracy and attention to detail
- Bachelor's degree in Accounting, Business Administration or related field; five years governmental accounting experience; three years supervisory experience or equivalent combination of education and experience



## **Craighead County**

### **Collector Customer Service Specialist**

#### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Collector  
**Reports To:** Tax Collector  
**Location:** 511 Union St, Ste 107 Jonesboro, AR and 107 Cobean, Lake City, AR  
**Date Prepared:** February 14, 2019  
**Date Revised:** July 25, 2019

#### **GENERAL DESCRIPTION OF POSITION**

Performing day to day financial transactions, including verifying, classifying, posting and recording taxpayer payment data (in person and by mail). Customer Service specialist interacts with taxpayers and receipt taxes. Incumbent should exhibit professionalism and trustworthiness. This position can be stressful and difficult. A customer service specialist will have to be polite and sensitive towards people while also remaining committed to their purpose and persistent. Excellent communication skills and a sense of urgency are extremely useful to succeed in this task. You should be able to perform multiple tasks in a timely and effective manner, under minimum supervision. Required to be intellectually curious and excellent problem solving abilities. This position will work under the supervision of the Tax Collector and Chief Deputy

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Providing exemplary customer service to the taxpayer in person and on the telephone. This duty is performed daily.
2. Cash drawer management to include daily balancing and reporting. This duty is performed daily.
3. Processing payments including problem solving strategies. This duty is performed daily.
4. Daily balancing and reporting. This duty is performed daily.
5. Turn monies over to be deposited, verifying check accuracy. This duty is performed daily.
6. Daily bank deposit. This duty is performed daily.
7. Handle questions or complaints. This duty is performed daily.
8. Advise taxpayer to work with Assessor to investigate and resolve discrepancies. This duty is performed daily.
9. Daily mail processing. This duty is performed daily.
10. Comply with requirements when legal action is unavoidable. This duty is performed as needed.
11. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, 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.

**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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

**REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

**PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

**SOFTWARE SKILLS REQUIRED**

Mastery: Alphanumeric Data Entry, Other

Advanced: 10-Key, Contact Management, Spreadsheet

Intermediate: Accounting, Database, Word Processing/Typing

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

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

**PLANNING**

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

**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**

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 repetitive. Activities with slight variation using a definite set of processes or directions with some degree of supervision. Choice of learned things in situations which conform to clearly established patterns and modes.

## **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 of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

## **ACCOUNTABILITY**

### **FREEDOM TO ACT**

Standardized. Accepted processes covered by well-defined standardized policies and procedures with supervisory review.

### **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**

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

## **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 occasionally with others beyond immediate associates, but generally of a routine nature. May obtain, present or discuss data, but only as pertains to an immediate and specific assignment. No responsibility for obtaining cooperation or approval of action or decision.

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

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

## **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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is continuously required to use hands to finger, handle, or feel, reach with hands and arms, talk or hear; regularly required to walk, sit; frequently required to stand; and occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds; regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; and peripheral vision.

## **ADDITIONAL INFORMATION**

### **Requirements**

- Customer service orientation and negotiation skills
- Knowledge of relevant legal requirements, Arkansas Laws and Codes
- Daily balancing of the cash drawers
- Data entry skills along with a knack for numbers
- Proven ability to calculate, post and manage accounting figures and financial records
- Working knowledge of MS Office and databases as well as proprietary software
- Excellent communication skills (written and oral) and people skills
- Ability to be polite and compassionate without lacking confidence
- Solid time management skills with an ability to prioritize work
- Problem-solving skills, patience and ability to manage stress
- Valid Arkansas driver's license

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, bookkeeping, collections, plus 5 years related experience and/or training. High level of professional and ethical conduct. Must have excellent written and verbal customer service skills and advanced computer skills in order to interact with taxpayers. Ability to plan and work independently and as a team member in a multi-person, high volume environment. Strong attention to detail. Ability to work with a sense of urgency. Self-motivated and high level of initiative. Results oriented with the ability to complete assignments accurately in a timely manner. Ability to adapt to changing technologies and responsibilities. Must be punctual and have good attendance record and be flexible during busy tax seasons.

### **Optional Competences/ Interests (pick 3 or more)**

1. Accounts payable
  - a. Processing accounts payable invoices in compliance with financial policies and procedures of the county
  - b. Reconcile accounts payable ledger to ensure that all payments are accounted for and properly posted
  - c. Budget verification of proper classification
  - d. Maintain file copies
2. City liens
  - a. Liaison with city collectors
  - b. Reconcile liens
3. Corrections from Assessor
  - a. Record in tax books
  - b. Verify for correctness

- c. Maintain file copies for auditor
- 4. Disaster Recovery Plan I state website
  - a. Comprehensive plan
  - b. Update
  - c. File with audit
- 5. DAV exemptions
  - a. Verify letter
  - b. Reach out to local VA representative for issues
  - c. Maintain file copies
  - d. Record in tax books
- 6. Land certification to state for non-payment
  - a. Letters to delinquent taxpayers
  - b. Publish list in newspaper
  - c. Record redeemed deeds
- 7. Credit card processing
  - a. Load electronic file
  - b. Process mass payments daily
  - c. Record in journal and "Proof of Cash"
- 8. Equipment Inventory maintenance
  - a. Assignments
  - b. Serial numbers
  - c. Coordinate to dispose of obsolete equipment
- 9. Hot check coordinator
  - a. Ensure required information on checks
  - b. VOID receipts
  - c. Obtain copy of hot check
  - d. Contact taxpayer
  - e. Negotiate payment
  - f. Last resort - turn over for prosecution
- 10. Motor Vehicle tags
  - a. Review override report from DFA
  - b. Contact taxpayers and negotiate tax payments
  - c. Last resort - contact DFA to revoke tags
- 11. Bank reconciliations - several bank accounts
- 12. FAA liens on airplanes
- 13. Mobile home taxation and collection
- 14. Mortgage escrow real estate tax
  - a. Assign parcels
  - b. Post mass payments
- 15. Lake City courthouse
- 16. Liaison with County Clerk
- 17. Bankruptcy

- a. Maintain file copies
- b. Answer claims
- c. Apply payments when required

18. Special improvement districts

- a. Request reports and follow-up
- b. Post reports on county website

19. Probate collections

- a. File claims with probate court
- b. Follow-up and court order to write-off if necessary

20. Daily Deposit and Balancing

- a. Collect money and reports from all the windows
- b. Verify cash and checks
- c. Prepare bank deposit slips
- d. Balance with Apprentice reports
- e. Record on daily Journal

21. Arkansas State Income Tax Refund Garnishments

- a. Verify amounts
- b. Contact state to get letter approved
- c. Send approved letter to taxpayer
- d. Up-load data to state
- e. Record payments when received

22. Delinquent Tax collection

- a. Contact taxpayer (call, e-mail, Facebook, regular mail, USPO change of address, etc.)
- b. Site Visits
- c. Negotiate payment plans
- d. Judgements, Liens, Writs, etc.
- E. Delinquent lists in newspaper/ Facebook
- f. Certify real estate to State Land Commissioner for public sale

23. Telephone

- a. Answering the phone
- b. Look up tax amounts
- c. Look up payments
- d. Reprint receipts
- e. Transfer to assessor because they usually want to discuss values
- f. Problem solving

## **Craighead County**

### **Collector Delinquent Tax Specialist**

#### **Job Description**

**Job Code:** 3001  
**Exempt:** No  
**Department:** Collector  
**Reports To:** Tax Collector  
**Location:** 511 Union St, Ste 107, Jonesboro, AR  
**Date Prepared:** February 14, 2019  
**Date Revised:** July 25, 2019

#### **GENERAL DESCRIPTION OF POSITION**

The Delinquent tax specialist contacts taxpayers and claims outstanding taxes. Incumbent is responsible for recovering the money owed in as little time as possible. This position can be stressful and difficult. A delinquent tax collector will have to be polite and sensitive towards people while also remaining committed to their purpose and persistent. Excellent communication skills and a sense of urgency are extremely useful to succeed in this task as well as an ability to work independently.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Keeping track of taxpayers' accounts to identify outstanding taxes. This duty is performed daily.
2. Keeping accurate records and reporting on collection activity. This duty is performed daily.
3. Planning course of action to recover outstanding taxes. This duty is performed daily.
4. Locating and contacting taxpayers to inquire of their payment status. This duty is performed daily.
5. Plan and implement site visits as required to stress importance of payment. This duty is performed daily.
6. Negotiate payoff deadlines or payment plans. This duty is performed as needed.
7. Handle questions or complaints. This duty is performed daily.
8. Advise taxpayer to work with Assessor to investigate and resolve discrepancies. This duty is performed as needed.
9. Create trust relationships with taxpayers when possible to avoid future issues. This duty is performed daily.
10. Update account status and database regularly. This duty is performed daily.
11. Alert superior of taxpayers unwilling or unable to pay when necessary. This duty is performed daily.
12. Comply with requirements when legal action is unavoidable. This duty is performed as needed.
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 3 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**

Arkansas driver's license, HS Equivalency,

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

College Degree  
Concealed Carry  
Law Enforcement experience

### **SOFTWARE SKILLS REQUIRED**

Mastery: Contact Management, Other  
Advanced: Alphanumeric Data Entry  
Intermediate: 10-Key, Database, Presentation/PowerPoint, Spreadsheet, Word Processing/Typing  
Basic: Accounting

### **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 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**

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 structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat 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 \$150,000 to \$1,000,000.

### **ACCURACY**

Probable errors of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

### **ACCOUNTABILITY**

#### **FREEDOM TO ACT**

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

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

### **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 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.

While performing the functions of this job, the employee is frequently exposed to outdoor weather conditions; and .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, moderately physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which requires somewhat diversified physical demands of the employee.

While performing the functions of this job, the employee is continuously required to talk or hear; regularly required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms; occasionally required to climb or balance. The employee must frequently lift and/or move up to 25 pounds; regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; peripheral vision; and depth perception.

## **ADDITIONAL INFORMATION**

### **Requirements**

- Proven experience as debt / tax collector
- Experience in working with targets and tight deadlines
- Knowledge of relevant legal requirements, Arkansas Laws and Codes
- Working knowledge of MS Office and databases
- Excellent communication skills (written and oral) and people skills
- Apt in negotiating and persuading
- Ability to be polite and compassionate without lacking confidence
- Problem-solving skills
- Patience and ability to manage stress
- High school diploma is required, college degree is preferred
- Arkansas driver's license
- Window mediator with problem taxpayers
- Defusing potential explosive situations
- Skilled in Active Shooter procedures and self defense
- Identifying security issues

# **Craighead County**

## **County Clerk-Accounts Payable Clerk**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Accounts Payable Clerk  
**Reports To:** County Clerk  
**Location:** Main Courthouse  
**Date Prepared:** March 08, 2019  
**Date Revised:** July 25, 2019

### **GENERAL DESCRIPTION OF POSITION**

Oversees the acceptability of claims and reports any errors to the parties affected by those errors in order to ensure accurate accounting of county monies. Acts as the liaison between the County Judge and County Clerk for all Accounts Payable and claim inquiries.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. All duties of Deputy Clerk. This duty is performed daily, about 5% of the time.
2. Oversees the acceptability of claims and reports any errors to the parties affected by those errors in order to ensure accurate accounting of county monies. This duty is performed daily, about 65% of the time.
3. Responsible to the entry of all claims into the Apprentice Accounting Software system and ensures the overall accuracy of all charge outs to the various accounts. This duty is performed daily, about 5% of the time.
4. Acts as the liaison between the County Judge and County Clerk for all Accounts Payable and claim inquiries. This duty is performed daily, about 10% of the time.
5. Acts as the liaison between the County Clerk and County Treasurer for all Accounts Payable and claim inquiries; as well as, processing of checks and ensuring the payment processing of all claims. This duty is performed daily, about 10% of the time.
6. Processes all W-9's as needed in order to accurately process 1099's at years end. This duty is performed annually.
7. Ensures the accuracy of claim records and processing of all FOIA requests as received concerning those claims. This duty is performed as needed.
8. Responsible for counting the deposit twice a week (Monday and Thursday) in order to segregate duties from the front office. This duty is performed weekly, about 5% of the time.
9. 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 3 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 read, analyze, and understand general business/company related articles and professional journals; Ability to speak effectively before groups of customers or employees.

### **MATHEMATICAL SKILLS**

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

### **CRITICAL THINKING SKILLS**

Ability to utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

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

Not indicated.

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

Not indicated.

### **SOFTWARE SKILLS REQUIRED**

Mastery: Accounting

Advanced: Database, Spreadsheet

Intermediate: Alphanumeric Data Entry, Contact Management, Payroll Systems, Word Processing/Typing

Basic: 10-Key, Presentation/PowerPoint

### **INITIATIVE AND INGENUITY**

#### **SUPERVISION RECEIVED**

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable 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**

Moderately structured. Fairly broad activities using moderately structured procedures with only

generally guided supervision. Interpolation of learned things in somewhat 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 \$150,000 to \$1,000,000.

## **ACCURACY**

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

## **ACCOUNTABILITY**

### **FREEDOM TO ACT**

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

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

## **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**

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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is continuously required to talk or hear; occasionally required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision; and color vision.

### **ADDITIONAL INFORMATION**

Degree and Personal Service Experience

# **Craighead County**

## **County Clerk-Chief Deputy Clerk**

### **Job Description**

**Job Code:** 1000  
**Exempt:** Yes  
**Department:** Chief Deputy Clerk  
**Reports To:** County Clerk  
**Location:** Main Courthouse  
**Date Prepared:** March 08, 2019  
**Date Revised:** July 25, 2019

### **GENERAL DESCRIPTION OF POSITION**

Oversees overall office operation, especially in the absence of the county clerk, and maintains adequate knowledge concerning all areas of the office in case needed to fill in with one of those positions especially during the election period. Acts as an additional liaison for the County Clerk in the community as needed to speak at events and various meetings.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. All duties of Deputy Clerk; as well as, all duties of the correlated position that is also held by the Chief Deputy Clerk. This duty is performed daily, about 5% of the time.
2. Oversees overall office operation, especially in the absence of the county clerk, and maintains adequate knowledge concerning all areas of the office in case needed to fill in with one of those positions especially during the election period. This duty is performed daily, about 40% of the time.
3. Acts as an additional liaison for the County Clerk in the community as needed to speak at events and various meetings. This duty is performed daily, about 10% of the time.
4. Attends the AAC meeting yearly with the County Clerk in order to increase representation at the various breakout meetings in order to ensure full knowledge is retained with each meeting as needed for office knowledge. This duty is performed as needed.
5. Serves as a liaison between the County Clerk and all Elected Officials and Department Heads as needed for various causes. This duty is performed daily, about 45% of the time.
6. Serves as an appropriate replacement for the County Clerk in the instance of extended absence or death. This duty is performed as needed.
7. Perform any other related duties as required or assigned.

### **QUALIFICATIONS**

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

### **EDUCATION AND EXPERIENCE**

Broad knowledge of such fields as accounting, marketing, business administration, finance, etc. Equivalent to a four year college degree, plus 5 years related experience and/or training, and 3 years related management experience, or equivalent combination of education and experience.

### **COMMUNICATION SKILLS**

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

### **MATHEMATICAL SKILLS**

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

### **CRITICAL THINKING SKILLS**

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

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

Not indicated.

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

Not indicated.

### **SOFTWARE SKILLS REQUIRED**

Advanced: Accounting, Alphanumeric Data Entry, Database, Human Resources Systems, Payroll Systems, Presentation/PowerPoint, Spreadsheet, Word Processing/Typing  
Intermediate: 10-Key

### **INITIATIVE AND INGENUITY**

#### **SUPERVISION RECEIVED**

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

#### **PLANNING**

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work, in addition, the organization and delegation of work operations for a group of employees engaged in widely diversified activities.

#### **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**

Intense mental demand. Operations requiring sustained directed thinking to analyze, solve, or plan highly variable, administrative, professional, or technical tasks involving complex problems or mechanisms.

### **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**

Carries out supervisory responsibilities in accordance with the organization's policies and applicable



laws. Responsibilities may include but not limited to interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

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

Supervises the following departments: County Clerk Staff

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

Regularly responsible for funds, building premises, inventory, or other property owned, controlled, or leased by the organization and, in addition, may have temporary custody and responsibility of patron property, which through carelessness, error, loss, theft, misappropriation, or similar action would result in very important monetary losses to the organization. The total value for the above would range from \$1,000,000 to \$10,000,000.

### **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**

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

#### **ANNUAL MONETARY IMPACT**

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

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, plus frequent contact with senior level internal officials.

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

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

### **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 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 continuously required to talk or hear; occasionally required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision; and color vision.

### **ADDITIONAL INFORMATION**

Degree and Customer Service Experience

# **Craighead County**

## **County Clerk-Deputy Clerk**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Deputy Clerk  
**Reports To:** County Clerk  
**Location:** Main Courthouse  
**Date Prepared:** March 08, 2019  
**Date Revised:** July 25, 2019

### **GENERAL DESCRIPTION OF POSITION**

Responsible for the opening and closing of the office, balancing the till at the beginning and end of each day. Responsible for the issuing of Marriage License, DBA Licenses. Ensures that all things filed and recorded in the office are done in the same time period for which they were received

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Responsible for the opening and closing of the office, balancing the till at the beginning and end of each day. This duty is performed daily, about 5% of the time.
2. Ensures the tidiness of the office and its presentation to public perception. This duty is performed daily, about 5% of the time.
3. Responsible for the issuing of Marriage License, DBA Licenses. This duty is performed daily, about 75% of the time.
4. Ensures that all things filed and recorded in the office are done in the same time period for which they were received. This duty is performed daily, about 10% of the time.
5. Oversees the scheduling of various appointments, in particular, Equalization Board and County Court. This duty is performed daily, about 5% of the time.
6. Assists with overall election needs and requirements during election time. This duty is performed as needed.
7. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, 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.

### **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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

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

Not indicated.

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

Not indicated.

### **SOFTWARE SKILLS REQUIRED**

Basic: 10-Key, Contact Management, Database, Spreadsheet, Word Processing/Typing

### **INITIATIVE AND INGENUITY**

#### **SUPERVISION RECEIVED**

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

#### **PLANNING**

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

#### **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**

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.

### **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**

Standardized. Accepted processes covered by well-defined standardized policies and procedures with supervisory review.

### **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**

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

## **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 of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

## **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**

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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is continuously required to talk or hear;

frequently required to stand, sit, use hands to finger, handle, or feel, reach with hands and arms; and occasionally required to walk, climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision; and color vision.

**ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **County Clerk-Election Clerk**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Election Clerk  
**Reports To:** County Clerk  
**Location:** Main Courthouse  
**Date Prepared:** March 08, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Over sees scanning of all voter applications, change requests, and other miscellaneous information that needs to be updated in the ESS Portal Assists the Head Election Clerk with the set-up of new precincts, parts, ballot styles, map changes, and election set-up process as needed. Works with public during elections to ensure smooth election process from check-in to exit of the election area.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. All duties of Deputy Clerk. This duty is performed daily, about 50% of the time.
2. Over sees scanning of all voter applications, change requests, and other miscellaneous information that needs to be updated in the ESS Portal. This duty is performed daily, about 25% of the time.
3. Processes any daily batches that are received from the Secretary of State in the ESS Portal. This duty is performed daily, about 25% of the time.
4. Assists the Head Election Clerk with the set-up of new precincts, parts, ballot styles, map changes, and election set-up process as needed. This duty is performed as needed.
5. Works with public during elections to ensure smooth election process from check-in to exit of the election area. This duty is performed annually.
6. Ensures the integrity of manual voting system with weekly updates and pulls of information received from Secretary of State; as well as, new voter cards that are published by the County Clerk's Office. This duty is performed as needed.
7. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, 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.

**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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

**REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

**PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

**SOFTWARE SKILLS REQUIRED**

Intermediate: Alphanumeric Data Entry, Contact Management, Word Processing/Typing  
Basic: 10-Key, Database, Presentation/PowerPoint, Spreadsheet

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

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

**PLANNING**

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

**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**

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.

**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**

Standardized. Accepted processes covered by well-defined standardized policies and procedures with supervisory review.

### **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**

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

## **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 of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

## **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**

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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is continuously required to talk or hear; occasionally required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision; and color vision.

**ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **County Clerk-Head Election Clerk**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Head Election Clerk  
**Reports To:** County Clerk  
**Location:** Main Courthouse  
**Date Prepared:** March 08, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Works directly as the liaison between the Election Coordinator and County Clerk during elections. Works directly with candidates concerning any filings and time table requirements of said filings. Oversees the set-up of new precincts, parts, ballot styles, map changes, and election set-up process

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. All duties of Election Clerk and Deputy Clerk. This duty is performed daily, about 55% of the time.
2. Works directly as the liaison between the Election Coordinator and County Clerk during elections. This duty is performed daily, about 10% of the time.
3. Ensures all mail-outs are processed and put together in a timely manner to all state agencies and candidates. This duty is performed weekly, about 5% of the time.
4. Works directly with candidates concerning any filings and time table requirements of said filings. This duty is performed weekly, about 5% of the time.
5. Maintains legislative audit compliance of all parts of the election system and filings. This duty is performed daily, about 5% of the time.
6. Oversees the set-up of new precincts, parts, ballot styles, map changes, and election set-up process. This duty is performed daily, about 10% of the time.
7. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 3 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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

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

Not indicated.

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

Not indicated.

### **SOFTWARE SKILLS REQUIRED**

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

Basic: 10-Key, Accounting, Presentation/PowerPoint

### **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**

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

#### **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**

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.

### **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**

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

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

## **PUBLIC CONTACT**

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for 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**

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

## **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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is continuously required to talk or hear; occasionally required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision; and color vision.

**ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **County Clerk-Head Probate Clerk**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Head Probate Clerk  
**Reports To:** County Clerk  
**Location:** Main Courthouse  
**Date Prepared:** March 08, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

All duties of Deputy Clerk and Probate Clerk, Ensure all individuals taking probate filings ToT Reports balance with the overall till of the Probate System. Processes all End of Month process with the AOC E-Filing system.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. All duties of Deputy Clerk and Probate Clerk. This duty is performed daily, about 75% of the time.
2. Ensure all individuals taking probate filings ToT Reports balance with the overall till of the Probate System. This duty is performed daily, about 20% of the time.
3. Processes all End of Month process with the AOC E-Filing system. This duty is performed monthly, about 5% of the time.
4. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 3 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 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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

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

Not indicated.

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

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

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

Basic: 10-Key, Database, Presentation/PowerPoint

## **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**

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

### **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**

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.

## **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**

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

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

**PUBLIC CONTACT**

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for 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**

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

**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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is continuously required to talk or hear; occasionally required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision; and color vision.

**ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **County Clerk-Payroll Clerk**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Payroll Clerk  
**Reports To:** County Clerk  
**Location:** Main Courthouse  
**Date Prepared:** March 08, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Accurately processes payroll bi-weekly as dictated by the County Personnel Policy and communicates those pay dates with all elected officials and department heads. Ensures the reception of weekly timesheets in the Time Sheet Program by all offices that submit them in such way; as well as, maintaining the accuracy of individuals in the Time Sheet Program and updating it as necessary. Schedules, processes, and ensures adequate knowledge is disseminated; as well as, executed as it pertains to open enrollment for employees and insurance providers during the open enrollment period each year. Processing of all various reports required by State and Federal Agencies; along with, the Association of Arkansas Counties and any FOIA requests that are received.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. All duties of Deputy Clerk. This duty is performed daily, about 5% of the time.
2. Ensures the reception of weekly timesheets in the Time Sheet Program by all offices that submit them in such way; as well as, maintaining the accuracy of individuals in the Time Sheet Program and updating it as necessary. This duty is performed weekly, about 10% of the time.
3. Accurately processes payroll bi-weekly as dictated by the County Personnel Policy and communicates those pay dates with all elected officials and department heads. This duty is performed weekly, about 20% of the time.
4. Process all insurance bills in a timely fashion, in addition to acting as the liaison between the County Clerk and all insurance companies. This duty is performed weekly, about 10% of the time.
5. Acts as the liaison between the County Clerk and all county employees as it pertains to all payroll, insurance, and various questions. This duty is performed daily, about 10% of the time.
6. Works directly with Elected Officials and Department Heads concerning new hires, promotions, and terminations to ensure accurate records are maintained. This duty is performed daily, about 20% of the time.
7. Schedules, processes, and ensures adequate knowledge is disseminated; as well as, executed as it pertains to open enrollment for employees and insurance providers during the open enrollment period each year. This duty is performed daily, about 20% of the time.
8. Processing of all various reports required by State and Federal Agencies; along with, the Association of Arkansas Counties and any FOIA requests that are received. This duty is performed monthly.
9. Maintains records and accuracy of all county employees in the payroll system for the accurate processing of W-2s at years end. This duty is performed daily, about 5% of the time.

10. 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 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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

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

Not indicated.

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

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

Mastery: Accounting, Payroll Systems

Advanced: 10-Key, Alphanumeric Data Entry, Database, Human Resources Systems, Spreadsheet, Word Processing/Typing

Intermediate: Contact Management

Basic: Presentation/PowerPoint

## **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 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**

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 structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat 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 \$150,000 to \$1,000,000.

#### **ACCURACY**

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

#### **ACCOUNTABILITY**

##### **FREEDOM TO ACT**

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**

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

#### **PUBLIC CONTACT**

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for 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**

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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is continuously required to talk or hear; occasionally required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision; and color vision.

### **ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **County Clerk-Probate Clerk**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Probate Clerk  
**Reports To:** County Clerk  
**Location:** Main Courthouse  
**Date Prepared:** March 08, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Oversees filings taken in the office for Probate Court. Work with attorneys to ensure understanding of new E-Filing system. Ensuring the accuracy of filings taken in the office before approving or rejecting the filing; as well as, adequately communicating with the parties affected if a filing is rejected

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. All duties of Deputy Clerk. This duty is performed daily, about 20% of the time.
2. Oversees filings taken in the office for Probate Court. This duty is performed daily, about 20% of the time.
3. Work with attorneys to ensure understanding of new E-Filing system. This duty is performed daily, about 30% of the time.
4. Ensuring the accuracy of filings taken in the office before approving or rejecting the filing; as well as, adequately communicating with the parties affected if a filing is rejected. This duty is performed daily, about 20% of the time.
5. Responsible for balancing with the AOC E-Filing system each day with End of Day ToT Report. This duty is performed daily, about 10% of the time.
6. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, 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.

### **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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

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

Not indicated.

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

Not indicated.

### **SOFTWARE SKILLS REQUIRED**

Intermediate: Alphanumeric Data Entry, Word Processing/Typing

Basic: 10-Key, Accounting, Contact Management, Database, Spreadsheet

### **INITIATIVE AND INGENUITY**

#### **SUPERVISION RECEIVED**

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

#### **PLANNING**

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

#### **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**

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.

### **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**

Standardized. Accepted processes covered by well-defined standardized policies and procedures with supervisory review.

### **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**

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

## **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 of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

## **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**

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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is continuously required to talk or hear; occasionally required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or



move up to 50 pounds. Specific vision abilities required by this job include close vision; and color vision.

**ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **County Judge - Secretary/Coordinator I**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** County Judge  
**Reports To:** Administration Assistant  
**Location:** 511 Union Rm 119 Jonesboro, Ar 72401  
**Date Prepared:** February 18, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

The County Judge's Secretary will serve as the front desk receptionist and assumes the duty of clerical and administrative support to optimize workflow procedures in the office. The Secretary assists colleagues and executives by supporting them with planning and distributing of information. The Secretary is the first point of reference for all queries, requests or issues and is be an integral part of the County Judge's office. The Secretary must maintain the highest degree of confidentiality pertaining to all types of information and communications. Open and distribute all mail to the appropriate departments, maintain supplies, take complaints from the public and forward the information on to the Elected Official. Enter weekly payroll time into computer payroll system for employees under the County Judge's office. The secretary assists the County Judge and Assistant as well as the HR department, Purchasing, Road Department, Veteran's Affairs and Maintenance. The Secretary receives all checks from State and Federal grant programs as well as other checks directed through the County Judge's Office and route those checks to the proper departments. Perform other related duties as assigned. Prepares the Employee Performance Grant Program reimbursement documentation, processing mail and accounts payable for Office of Emergency Management, assist with addressing when needed, including adding address to the Edge Map and MSAG for 911 dispatch emergency response purposes and entering to the County's database for internal inventory of addresses assigned. Floodplain Management for Craighead County, ensuring that our county meets the floodplain standards required by NFIP for compliance purposes and monitoring construction in the floodplain area issuing the required permit to build in these areas. Receives emergency calls for Office of Emergency Management when Director is out of office and refers incident to volunteer to respond to incidents to report to Arkansas Department of Emergency Management.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Answer phone calls and redirect them when necessary. This duty is performed daily, about 20% of the time.
2. Maintaining the Quorum Court agenda and arrange new meetings and appointments. This duty is performed weekly, about 5% of the time.
3. Preparing and disseminating correspondence, memos and forms. This duty is performed daily, about 10% of the time.
4. File and update contact information of employees, customers, suppliers and external partners. This duty is performed as needed, about 5% of the time.
5. Support and facilitate the completion of regular reports. This duty is performed daily, about 5% of the time.
6. Develop and maintain a filing system. This duty is performed daily, about 5% of the time.

7. Issuing purchases orders when needed. This duty is performed daily, about 10% of the time.
8. Input payroll information for the County Judge's office weekly, as well as other departments. This duty is performed weekly, about 10% of the time.
9. Check inventory of office supplies and place appropriate orders. This duty is performed weekly, about 5% of the time.
10. Make travel arrangements, when needed. This duty is performed as needed, about 5% of the time.
11. Document expenses and prepare claims. This duty is performed daily, about 10% of the time.
12. Special projects as needed. This duty is performed as needed, about 10% of the time.
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 3 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 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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

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

Not indicated.

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

Law and knowledge of legal terminology. Excel knowledge.

### **SOFTWARE SKILLS REQUIRED**

Intermediate: Alphanumeric Data Entry, Database, Other, Word Processing/Typing  
Basic: 10-Key, Accounting, Contact Management, Human Resources Systems, Payroll Systems, Presentation/PowerPoint, Spreadsheet

### **INITIATIVE AND INGENUITY**

## **SUPERVISION RECEIVED**

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable 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**

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

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

### **IMPACT ON END RESULTS**

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

## **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**

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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is continuously required to use hands to finger, handle, or feel, talk or hear; regularly required to sit; frequently required to stand, walk, reach with hands and arms; and occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; and color vision.

## **ADDITIONAL INFORMATION**

### **MINIMUM QUALIFICATIONS**

### **PREFERRED QUALIFICATIONS**

Ability to think critically with minimum supervision  
Proven work experience as a secretary or administrative assistant  
Excellent written and verbal communication skills  
Familiarity with office organization and optimization techniques  
High degree of multi-tasking and time management capabilities  
Proficiency in MS Word, MS Excel and MS Outlook  
Experience working with administrative personnel within clerical office  
Experience scheduling appointments, typing, compiling, and maintaining statistical data  
Experience handling confidential information with integrity and professionalism

# **Craighead County**

## **County Administrator**

### **Job Description**

**Job Code:** 1000  
**Exempt:** Yes  
**Department:** COUNTY JUDGE  
**Reports To:** COUNTY JUDGE  
**Location:** COUNTY JUDGE'S OFFICE, 511 UNION, ROOM 119, JONESBORO, AR  
**Date Prepared:** March 11, 2019  
**Date Revised:** July 25, 2019

### **GENERAL DESCRIPTION OF POSITION**

County Administrator is the second in command in the absence of the County Judge. The County Administrator has direct supervisory responsibility for the Human Resource Manager, Purchasing Agent and Secretary positions. Handles scheduling for the County Judge, approving accounts payable claims for Craighead County, administrative work for grants received by Craighead County, status checks over current budget for departments of Craighead County.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. APPROVING ACCOUNTS PAYABLE CLAIMS FOR ALL DEPARTMENTS. This duty is performed daily, about 15% of the time.
2. SUPERVISE HUMAN RESOURCE MANAGER, PURCHASING AGENT AND SECRETARY POSITIONS W/I JUDGE'S OFFICE. This duty is performed daily, about 10% of the time.
3. APPLYING FOR GRANTS FOR CRAIGHEAD COUNTY. This duty is performed as needed, about 5% of the time.
4. COMPLETING NEEDED REPORTING FOR EXISTING GRANTS. This duty is performed as needed, about 10% of the time.
5. PREPARING AND EMAILING AGENDA FOR BI-MONTHLY QUORUM COURT MEETINGS. This duty is performed as needed, about 10% of the time.
6. PERIODIC STATUS CHECK OVER CRAIGHEAD COUNTY BUDGET. This duty is performed monthly, about 5% of the time.
7. PERIODIC STATUS CHECK THE TIME FOR COUNTY JUDGE'S OFFICE, OEM, MAINTENANCE, IT, VETERAN'S SERVICES. This duty is performed weekly, about 5% of the time.
8. SCHEDULING FOR COUNTY JUDGE. This duty is performed as needed, about 10% of the time.
9. CONDUCT WEEKLY STAFF MEETINGS. This duty is performed weekly, about 3% of the time.
10. OBTAIN JUDGE'S SIGNATURE ON NEEDED ORDERS. This duty is performed as needed, about 2% of the time.
11. ORGANIZE MONTHLY MEETINGS FOR ELECTED OFFICIALS & DEPARTMENT HEADS. This duty is performed monthly, about 5% of the time.
12. TAKE CALLS, MEET INDIVIDUALS THAT HAVE COUNTY CONCERNS. This duty is performed as needed, about 10% of the time.

13. FILING NEEDED ORDINANCES, ORDERS AND RESOLUTIONS. This duty is performed as needed, about 10% of the time.

14. 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 9 to 10 years related experience and/or training, and 5 years related management experience, or equivalent combination of education and experience.

### **COMMUNICATION SKILLS**

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

Ability to write reports, business correspondence, and policy/procedure manuals; Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

### **MATHEMATICAL SKILLS**

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

### **CRITICAL THINKING SKILLS**

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

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

Not indicated.

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

CERTIFIED PUBLIC ACCOUNTANT, Inactive

### **SOFTWARE SKILLS REQUIRED**

Advanced: Accounting

Intermediate: 10-Key, Alphanumeric Data Entry, Contact Management, Payroll Systems, Spreadsheet, Word Processing/Typing

Basic: Database, Human Resources Systems, Presentation/PowerPoint, Programming Languages

### **INITIATIVE AND INGENUITY**

#### **SUPERVISION RECEIVED**

Under administrative direction, setting up own standard of performance. Virtually self-supervising. Reports to senior management of the organization.

#### **PLANNING**

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work, in addition, the organization and delegation of work operations for a group of employees engaged in widely diversified activities.

#### **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 large organizational component and the organization's clientele.

### **MENTAL DEMAND**

Comprehensive and very intense mental demand. Comprehensive and continual involvement with multiple divisions, departments and/or organizations. Strategic and operational management functions which relate to both the short-term and long-term time periods.

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

General oversight. Activities covered by general organizational philosophy and objectives. Solving problems in novel, non-recurring or swiftly changing situations in which the approach is not fully defined. Guidance by top executive officer or business owner.

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

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

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

Supervises the following departments: Not indicated.

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

Regularly responsible for funds, building premises, inventory, or other property owned, controlled, or leased by the organization and, in addition, may have temporary custody and responsibility of patron property, which through carelessness, error, loss, theft, misappropriation, or similar action would result in very important monetary losses to the organization. The total value for the above would range from \$1,000,000 to \$10,000,000.

### **ACCURACY**

Probable errors would normally not be detected in succeeding operations and would definitely have serious effects in relationships with patrons and/or with the operations of other segments of the organization. Frequent possibilities of error would exist at all times, since the above mentioned areas are inherent in the job.

### **ACCOUNTABILITY**

#### **FREEDOM TO ACT**

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

#### **ANNUAL MONETARY IMPACT**

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

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

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

Major impact. Job has a considerable impact on the organization's end results. A high level of accountability to generate, manage, and/or control funds within 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 highly complex machines and equipment; specialized or advanced software programs.

## **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 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 continuously required to talk or hear; regularly required to stand, walk, sit, use hands to finger, handle, or feel; occasionally required to reach with hands and arms, stoop, kneel, crouch, or crawl, taste or smell. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; and color vision.

## **ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **Human Resources Manager**

### **Job Description**

**Job Code:** 1000  
**Exempt:** Yes  
**Department:** Human Resources  
**Reports To:** County Judge  
**Location:** Craighead County Courthouse Annex  
**Date Prepared:** February 18, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

The Human Resources Manager provides consistency in the personnel program, coordinates the personnel functions, provides information on matters pertaining to personnel and human resources, assists and monitors personnel budgets, and provides information and help on personnel matters to officials and employees of Craighead County. The incumbent provides overall direction, supervision and operational aspects of the following County functions and/or departments: Human Resources, Benefits Administration, Training and Development and HR Compliance. This individual is the administrative liaison to the Quorum Court Personnel Committees.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Meet with Elected Officials, supervisors, consultants, and employees to discuss and explain County policies, employee benefits and other aspects of wage and benefit administration. Frequently interact with public and private agencies, the general public and the media. This duty is performed daily.
2. Attend meetings, assist in formulation of personnel policies, prepare special reports as requested and implement practices or programs. This duty is performed daily.
3. Advise Elected Officials and Department Heads on merit application process. This duty is performed as needed.
4. Prepare personnel budget projections for the current and subsequent years. This duty is performed annually.
5. Collect Affirmative Action information and explain processes and make the annual EEO-4 federal reports, act as the Affirmative Action Officer. Develop and implement the Affirmative Action Plan, analyze data, and assist elected officials in identifying recruitment areas to meet annual Goals and Time Tables annually.
6. Prepare special reports, answer miscellaneous government surveys, write letters and other related duties as needed or requested.
7. Administer the health, life, dental and worker's compensation insurance programs, monitor enrollment, premium payments, COBRA participation, and provide and obtain information from the providers of the various plans. This duty is performed daily.
8. Coordinate with the salary consultant, insurance consultant, and third-party administrators for health, life, dental and worker's compensation insurance. Open enrollment administration for benefits. This duty is performed daily.
9. Track and monitor turnover and other key employment factors. Administer pre-employment assessments and exit interview forms. Report findings to the Personnel Committee.

10. Maintain and monitor position files within the HR/Payroll integrated system, including building all necessary background tables, and entering calculation codes. Ensure changes to positions are in accordance with County ordinances, and that the appropriate committees have reviewed and approved such changes when necessary. Maintain documentation of such position changes.
11. Monitor, direct and provide support for the County's Job Evaluation and Salary Administration Program, including the preparation of meeting documents, management of ratings with the DBCompensation software.
12. Maintain files on Craighead County job description, make sure that changes are made in HR system and payroll system when position ratings change.
13. Stay current on changes in ADA, FLSA, FMLA, worker's compensation law, insurance issues (HIPPA, COBRA etc.) and any other legal changes affecting Craighead County.
14. Research information pertaining to personnel matters such as wage/hour and EEOC laws and guidelines, completion of forms as required by state and federal agencies, dissemination of information to other officers and general coordination of personnel matters within departments.
15. Conduct all liaison activities in a professional manner to ensure maximum cooperation between and among the County and all other agencies.
16. Review and update employee handbook.
17. Review and update Salary Administration Policies.
18. Serve as the HIPPA Compliance Officer.
19. Implement and maintain necessary HR software, build electronic reporting and query files, and ensure the accuracy of the interface within the HR/Payroll System. Oversight of Human Resource software. Recommendation for software improvement and greater efficiency in the handling, processing and storage of employee and departmental data/information. Supervise the implementation process of various programs and serve as departmental trainer on internal software.
20. Design and maintain HR website. This duty is performed as needed.
21. Conduct regular audits of HR Employee performance measures to ensure accuracy. Monitor work procedures and implement interdepartmental policy as required.
22. Conduct training sessions with Elected Officials, Department Heads and Supervisors on Federal regulations and guidelines. Supervise the training of all employees on Affirmative Action, Worker's Compensation, Family and Medical Leave, Sexual Harassment, Diversity, Customer Service, Ethics, Safety and County Policy. This duty is performed as needed.
23. Maintain the yearly budgets and purchasing records for the office conforming to County and State requirements and review the monthly expenditure reports for the office. Authorize departmental purchases.
24. Conduct background checks on post offer employment applicants to ensure qualifications for work. This duty is performed as needed.
25. Oversee employee grievance filings and hearings and ensure that proper procedural measures are adhered to. Manage sexual harassment complaints, and initiate investigation into such reports. Conduct follow up on all complaints and document measures taken. This duty is performed as needed.

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

## **QUALIFICATIONS**

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

## **EDUCATION AND EXPERIENCE**

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

## **COMMUNICATION SKILLS**

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

## **MATHEMATICAL SKILLS**

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

## **CRITICAL THINKING SKILLS**

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

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

Not indicated.

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

PHR, SPHR, SHRM-CP, SHRM-SCP

## **SOFTWARE SKILLS REQUIRED**

Intermediate: Human Resources Systems, Payroll Systems, Presentation/PowerPoint, Spreadsheet, Word Processing/Typing

Basic: 10-Key, Alphanumeric Data Entry, Contact Management, Database

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

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

### **PLANNING**

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work, in addition, the organization and delegation of work operations for a group of employees engaged in widely diversified activities.

### **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**

Highly intense mental demand. Continual involvement with strategic and operational management functions which relate to both the short-term and long-term time periods.

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

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

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

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

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

Supervises the following departments: 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 may have serious effects in relationships with patrons and/or with the operations of other segments of the organization. Frequent possibilities of error would exist at all times, since the above mentioned areas are inherent in the job.

### **ACCOUNTABILITY**

#### **FREEDOM TO ACT**

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

#### **ANNUAL MONETARY IMPACT**

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

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

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

Major impact. Job has a considerable impact on the organization's end results. A high level of accountability to generate, manage, and/or control funds within 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 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 continuously required to use hands to finger, handle, or feel, talk or hear; regularly required to sit; occasionally required to stand, walk, reach with hands and arms, stoop, kneel, crouch, or crawl, taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision; distance vision; and color vision.

### **ADDITIONAL INFORMATION**

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

Bachelor's degree in Human Resources or related field plus a minimum of 6 years experience working in Human Resources; Ten years of Human Resources experience may be substituted for the degree requirement. SHRM or PHR Certification preferred. Good organizational skills and knowledge of computers are also necessary for this position. Experience in developing an HR program is preferred.

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

The incumbent must have a thorough knowledge of all matters pertaining to effective and efficient handling of the personnel administrative function since the position either influences or creates personnel policy for the County. Human relation skills and problem solving ability are necessary since a large part of the job is maintaining contact and communicating with County officials, supervisors and employees to assist and explain personnel policies and procedures. Mishandling of personnel function could cause substantial employee dissatisfaction resulting in absenteeism, turnover and poor performance. Machine skills include computer, Microsoft Word, Excel, Access, Frontpage/Publisher,

Powerpoint, DOS, HTML, Adobe Acrobat, specialized HRIS and Compensation software, Digital scanning, fax machine, copier and calculator as well as other software programs that may be deemed necessary to perform job.

# **Craighead County**

## **Purchasing Agent**

### **Job Description**

**Job Code:** 1000  
**Exempt:** Yes  
**Department:** County Judge  
**Reports To:** Administrative Assistant to Craighead County Judge  
**Location:** 511 Union St. Ste 119, Jonesboro, AR 72401  
**Date Prepared:** March 12, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Purchasing of major equipment, services, and supplies. Assist in preparing bid specifications, advertising for bids, issuing purchase orders, and verifying that purchases were received according to specifications. Preparing Ordinances, Resolutions and Orders as well as maintaining the County budget.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Preparing bid documents, issuing purchase orders and verifying purchases. This duty is performed annually, about 20% of the time.
2. Assisting in preparation of annual budget process, expenditures, revenue forecast, past performance. This duty is performed about 20% of the time.
3. Preparing road documents and maintaining road files in office. This duty is performed about 15% of the time.
4. Tracking grant and related expenditures. This duty is performed about 10% of the time.
5. Maintaining fixed asset records for numerous departments, additions and deletions. This duty is performed about 10% of the time.
6. Preparing documents for auctions, discarding of junk automobiles and personal property. This duty is performed about 5% of the time.
7. Performing various duties including preparing documents, reviewing financial reports, phone, more. This duty is performed about 20% of the time.
8. Perform any other related duties as required or assigned.

### **QUALIFICATIONS**

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

### **EDUCATION AND EXPERIENCE**

Broad knowledge of such fields as accounting, marketing, business administration, finance, etc. Equivalent to a four year college degree, plus 5 years related experience and/or training, and 4 years related management experience, or equivalent combination of education and experience.

### **COMMUNICATION SKILLS**



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

### **MATHEMATICAL SKILLS**

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

### **CRITICAL THINKING SKILLS**

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

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

None

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

None

### **SOFTWARE SKILLS REQUIRED**

Intermediate: Database, Spreadsheet, Word Processing/Typing

Basic: 10-Key, Accounting, Contact Management, Other, Payroll Systems

### **INITIATIVE AND INGENUITY**

#### **SUPERVISION RECEIVED**

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

#### **PLANNING**

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; 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**

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**

Regularly responsible for funds, building premises, inventory, or other property owned, controlled, or leased by the organization and, in addition, may have temporary custody and responsibility of patron property, which through carelessness, error, loss, theft, misappropriation, or similar action would result in very important monetary losses to the organization. The total value for the above would range from \$1,000,000 to \$10,000,000.

## **ACCURACY**

Probable errors would normally not be detected in succeeding operations and would definitely have serious effects in relationships with patrons and/or with the operations of other segments of the organization. Frequent possibilities of error would exist at all times, since the above mentioned areas are inherent in the job.

## **ACCOUNTABILITY**

### **FREEDOM TO ACT**

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

### **ANNUAL MONETARY IMPACT**

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

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**

Extensive contacts with various diversified sectors of the public environment; wherein, the contacts are of major importance and failure to exercise proper judgment can lead to substantial 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 highly complex machines and equipment; specialized or advanced software programs.

## **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.

While performing the functions of this job, the employee is occasionally exposed to outdoor weather conditions. 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 talk or hear; and frequently required to stand, walk, sit, use hands to finger, handle, or feel, climb or balance, stoop, kneel, crouch, or crawl; occasionally required to reach with hands and arms, taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision; and color vision.

## **ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **Detention Center Administrative Office Manager**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Administrative Office Manager  
**Reports To:** Assistant Jail Administrator  
**Location:** Detention Center  
**Date Prepared:** March 14, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Carries out administrative assistant functions, including time and attendance, preparing affidavits for Jail Administrator, and a variety of clerical and administrative tasks as assigned by the Jail Administrator.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Process requests and route to the appropriate department. This duty is performed as needed, about 5% of the time.
2. Data Entry. This duty is performed daily, about 20% of the time.
3. Record and submit time/payroll for review. This duty is performed as needed, about 20% of the time.
4. Prepare affidavits for administration. This duty is performed as needed, about 10% of the time.
5. Daily Deposits. This duty is performed as needed, about 10% of the time.
6. Any administrative duties assigned by Asst. Jail Admin. This duty is performed as needed, about 10% of the time.
7. Submit Jail roster to Social Security. This duty is performed as needed, about 10% of the time.
8. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 5 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**

HS Diploma or equivalent.

**PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

Clerical or administrative experience. HS Diploma or Equivalent.

**SOFTWARE SKILLS REQUIRED**

Advanced: Database

Intermediate: Alphanumeric Data Entry, Other, Spreadsheet, Word Processing/Typing

Basic: Accounting

**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 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**

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

## **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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

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

**ADDITIONAL INFORMATION**

Not indicated.

## **Craighead County**

### **Detention Center Assistant Jail Admin. (Juvenile)**

#### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Assistant Jail Administrator JUVENILE  
**Reports To:** Assistant Jail Administrator  
**Location:** Detention Center  
**Date Prepared:** March 01, 2019  
**Date Revised:** July 29, 2019

#### **GENERAL DESCRIPTION OF POSITION**

Directly supervise the Juvenile Detention Center, and the Juvenile Officers in the day to day operations of the facility.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Maintains the yearly juvenile grant budget, while constantly seeking ways to run the facility more efficiently. This duty is performed annually, about 2% of the time.
2. Monitors and supervises improvement of the juvenile area, policy and procedures, and performances of the officers. This duty is performed annually, about 25% of the time.
3. Assists the Jail Administrator and Assistant Jail Administrator with administrative duties in the facility as a whole, including supervision of Officers, assisting in training of staff and Jailer's School, and supervising and updating officer training files. This duty is performed annually, about 25% of the time.
4. In charge of the facility as a whole in the absence of the Jail Administrator and the Assistant Jail Administrator. This duty is performed annually, about 25% of the time.
5. Performs other duties at the direction of the Jail Administrator. This duty is performed as needed, about 5% of the time.
6. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 7 years related experience and/or training, and 3 years related management experience, or equivalent combination of education and experience.

#### **COMMUNICATION SKILLS**

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



## **MATHEMATICAL SKILLS**

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

## **CRITICAL THINKING SKILLS**

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

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

HS Diploma or Equivalent - Supervision experience - Juvenile Detention experience

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

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

Intermediate: Database, Other, Spreadsheet, Word Processing/Typing

Basic: Alphanumeric Data Entry, Payroll Systems

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

Under administrative direction, setting up own standard of performance. Virtually self-supervising. Reports to senior management of the organization.

### **PLANNING**

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

### **DECISION MAKING**

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

## **MENTAL DEMAND**

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

## **ANALYTICAL ABILITY / PROBLEM SOLVING**

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

## **RESPONSIBILITY FOR WORK OF OTHERS**

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

Supervises a moderate size group (8-15) of employees, but possibly smaller if difficult, semi-technical

work, requiring considerable direction and assistance, is involved. Plans, directs and coordinates work, makes decisions, and performs personally the more difficult aspects of the same broad assignment.

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 \$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**

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

#### **ANNUAL MONETARY IMPACT**

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

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

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

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

### **PUBLIC CONTACT**

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

### **EMPLOYEE CONTACT**

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

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

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

### **WORKING CONDITIONS**

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.

While performing the functions of this job, the employee is occasionally exposed to work in high, precarious places. The noise level in the work environment is usually loud.

## **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 talk or hear; frequently required to sit, use hands to finger, handle, or feel, reach with hands and arms; and occasionally required to stand, walk, climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

## **ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **Detention Center Assistant Jail Administrator**

### **Job Description**

**Job Code:** 1000  
**Exempt:** Yes  
**Department:** Assistant Jail Administrator  
**Reports To:** Jail Administrator  
**Location:** Detention Center  
**Date Prepared:** March 01, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Assumes Jail Administrator duties during the Jail Administrators absence; Assists the Jail Administrator supervise facility operations in compliance with Arkansas Commission on Jail Standards and Agency Policy.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Monitors the safety and security of the facility, the staff and the inmates. This duty is performed daily, about 25% of the time.
2. Monitors and supervises staff and inmates. This duty is performed daily, about 25% of the time.
3. Ensures departmental procedures are current and correct. This duty is performed daily, about 25% of the time.
4. Ensures inmate files are generated in a timely and orderly manner. This duty is performed daily, about 25% of the time.
5. Prepares reports and documents for the Jail Administrator, and assists in daily operations. This duty is performed as needed, about 10% of the time.
6. Coordinates with the Arkansas Department of Corrections with the implementation of the Act 309 Inmate Program. This duty is performed as needed, about 10% of the time.
7. Assigns work details for the Act 309 inmates and provides counseling and/or disciplinary action if necessary. This duty is performed as needed, about 10% of the time.
8. Performs other duties at the direction of the Jail Administrator. This duty is performed as needed, about 5% of the time.
9. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 7 years related experience and/or training, and 5 years related management experience, or equivalent combination of education and experience.

## **COMMUNICATION SKILLS**

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

## **MATHEMATICAL SKILLS**

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

## **CRITICAL THINKING SKILLS**

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

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

High School Diploma - Certified Detention Officer - Supervision Experience

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

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

Advanced: Other

Intermediate: Database, Presentation/PowerPoint, Spreadsheet, Word Processing/Typing

Basic: Alphanumeric Data Entry

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

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

### **PLANNING**

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

### **DECISION MAKING**

Performs work operations which permit frequent opportunity for decision-making of major importance which would have considerable effect on the final attainment of multiple major activities and the organization's projects of a large organization component and organization's clientele.

## **MENTAL DEMAND**

Intense mental demand. Operations requiring sustained directed thinking to analyze, solve, or plan highly variable, administrative, professional, or technical tasks involving complex problems or mechanisms.

## **ANALYTICAL ABILITY / PROBLEM SOLVING**

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

## **RESPONSIBILITY FOR WORK OF OTHERS**

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

Supervises an extra large group (25+) of employees who are engaged in diversified activities in one or more departments.

Supervises the following departments: Not indicated.

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

Regularly responsible for funds, building premises, inventory, or other property owned, controlled, or leased by the organization and, in addition, may have temporary custody and responsibility of patron property, which through carelessness, error, loss, theft, misappropriation, or similar action would result in very important monetary losses to the organization. The total value for the above would range from \$1,000,000 to \$10,000,000.

## **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**

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

### **ANNUAL MONETARY IMPACT**

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

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

### **IMPACT ON END RESULTS**

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

## **PUBLIC CONTACT**

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

## **EMPLOYEE CONTACT**

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

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

Regular use of complex machines and equipment (desktop/laptop computer and software, road and

production machines and equipment, driver's license/cdl, etc.)

### **WORKING CONDITIONS**

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.

While performing the functions of this job, the employee is occasionally exposed to work in high, precarious places. The noise level in the work environment is usually loud.

### **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, reach with hands and arms, talk or hear; occasionally required to stand, walk, 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 close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

### **ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **Detention Center Booking Supervisor**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Detention Center Booking Sergeant  
**Reports To:** Assistant Jail Administrator  
**Location:** Detention Center  
**Date Prepared:** March 14, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Directly responsible for the supervision of all booking officers. They are to enforce all policies and procedures, booking guidelines ensuring all are followed and performed.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Monitor for proper booking and releasing procedures from booking officers. This duty is performed daily, about 100% of the time.
2. Accurately identify and log all movements and locations of inmates. This duty is performed annually, about 20% of the time.
3. Accurately log and process all intake of incarcerated persons. This duty is performed annually, about 40% of the time.
4. Monitor and report all preventative and efficiency issues to Asst. Jail Admin. This duty is performed annually, about 20% of the time.
5. Upon initial intake to make sure inmates are housed and receive any indigent items. This duty is performed annually, about 20% of the time.
6. Classify inmates. This duty is performed as needed, about 10% of the time.
7. Any other duties assigned by the Asst. Jail Admin. This duty is performed as needed, about 5% of the time.
8. Report any employee issues and address for safety. This duty is performed as needed, about 5% of the time.
9. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 5 years related experience and/or training, and 2 years related management experience, or equivalent combination of education and experience.



## **COMMUNICATION SKILLS**

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

## **MATHEMATICAL SKILLS**

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

## **CRITICAL THINKING SKILLS**

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

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

HS Diploma or equivalent. Supervision Experience within the facility.

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

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

Advanced: Database

Intermediate: Other

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; 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**

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

Supervises a moderate size group (8-15) of employees, but possibly smaller if difficult, semi-technical work, requiring considerable direction and assistance, is involved. Plans, directs and coordinates work, makes decisions, and performs personally the more difficult aspects of the same broad assignment.

Supervises the following departments: Detention Center Booking

### **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.

### **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.

While performing the functions of this job, the employee is occasionally exposed to work in high, precarious places, fumes or airborne particles, toxic or caustic chemicals, outdoor weather conditions. The noise level in the work environment is usually loud.

### **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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is continuously required to talk or hear; regularly required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, stoop, kneel, crouch, or crawl; and frequently required to taste or smell; occasionally required to climb or balance. 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; peripheral vision; depth perception; and ability to adjust focus.

### **ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County Detention Center Corporal Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Detention Center  
**Reports To:** Detention Center Sergeant  
**Location:** Detention Center  
**Date Prepared:** March 14, 2019  
**Date Revised:** August 22, 2019

## **GENERAL DESCRIPTION OF POSITION**

Detention Center Corporal will provide safe and secure custody of incarcerated persons adhering to all policy and procedures of the facility and lead up to 13 Detention Center Officers each working shift.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Provide for the legal admission and release of all prisoners/inmates at the CCDC. This duty is performed daily, about 20% of the time.
2. Accurately identify and log all movements and locations of inmates. This duty is performed daily, about 20% of the time.
3. Maintain order and discipline among incarcerated persons. This duty is performed daily, about 20% of the time.
4. Searching prisoners and their housing areas according to the contraband policy for drugs, weapons or other contraband. This duty is performed daily, about 20% of the time.
5. Administering and logging inmates into the detention center. This duty is performed as needed, about 10% of the time.
6. Provide access to medical services, according to guidelines for all inmates. This duty is performed as needed, about 10% of the time.
7. Provide access to counseling, visitation, clergy, attorneys and mail privileges. This duty is performed as needed, about 10% of the time.
8. Maintain the cleanliness of housing, clothing and general environment. This duty is performed as needed, about 10% of the time.
9. Provide access to food services. This duty is performed as needed, about 10% of the time.
10. Securing and logging of all personal property. This duty is performed as needed, about 10% of the time.
11. Immediately abate any hostile actions. This duty is performed as needed, about 10% of the time.
12. Proper segregation of all classes of inmate as defined by law (female/male juvenile/adult). This duty is performed as needed, about 10% of the time.

13. Provide for emergency transportation. This duty is performed as needed, about 10% of the time.
14. Perform any additional duties as assigned by supervisors. This duty is performed as needed, about 10% of the time.
15. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc., plus 3 years related experience and/or training, and 1 to 6 months related management experience, or equivalent combination of education and experience.

## **COMMUNICATION SKILLS**

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

## **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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

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

HS diploma or equivalent. Must be able to complete a basic jailer course within 1 year from hire date.

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

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

Intermediate: Database, Other

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; 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**

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

Supervises a moderate size group (8-15) of employees, but possibly smaller if difficult, semi-technical work, requiring considerable direction and assistance, is involved. Plans, directs and coordinates work, makes decisions, and performs personally the more difficult aspects of the same broad assignment.

## **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**

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

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

## **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 of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

## **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.

While performing the functions of this job, the employee is occasionally exposed to work in high, precarious places, fumes or airborne particles, toxic or caustic chemicals, outdoor weather conditions. The noise level in the work environment is usually loud.

## **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, moderately physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which requires somewhat diversified physical demands of the employee.

While performing the functions of this job, the employee is continuously required to talk or hear; regularly required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl; and occasionally required to taste or smell. The employee must occasionally lift and/or move more than 100 pounds; frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

# **Craighead County**

## **Detention Center Deputy Clerk**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Detention Center  
**Reports To:** Detention Center Administrative Office Manager  
**Location:** Detention Center Facility  
**Date Prepared:** February 12, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Completion of office clerical duties and responsibilities as assigned by the Detention Center Administrative Office Manager.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Completion of office clerical duties as assigned by Detention Center Administrative Office Manager.
2. Scan Detention Center records.
3. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 12 to 18 months 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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

### **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 general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

### **PLANNING**

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

### **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**

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 repetitive. Activities with slight variation using a definite set of processes or directions with some degree of supervision. Choice of learned things in situations which conform to clearly established patterns and modes.

## **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 of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

## **ACCOUNTABILITY**

### **FREEDOM TO ACT**

Standardized. Accepted processes covered by well-defined standardized policies and procedures with supervisory review.

### **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**

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

## **PUBLIC CONTACT**

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

## **EMPLOYEE CONTACT**

Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

## **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**

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 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.

Highly repetitive, low physical. Highly repetitive type of work which requires concentration in the performance of tasks for consistent time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is continuously required to sit; regularly required to use hands to finger, handle, or feel; frequently required to reach with hands and arms, talk or hear; and occasionally required to stand, walk, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds; frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; and color vision.

## **ADDITIONAL INFORMATION**

### **MINIMUM REQUIREMENTS**

Possess knowledge of Windows, Microsoft Office, typing, copiers, scanners, and other standard office equipment. Prior clerical experience is beneficial but not required. Applicant must have exemplary customer service skills, accuracy and attention to detail as well as interpersonal skills, strong work ethic and professional demeanor at all times. Position requires a high school diploma.

# **Craighead County**

## **Detention Center Information Systems Tech**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Detention Center  
**Reports To:** Detention Center Assistant Jail Administrator  
**Location:** Detention Center  
**Date Prepared:** March 29, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

The role of the IS Technician is to provide support for the Detention Center staff. The IS Technician is responsible for resolving support requests as well as meeting customer satisfaction and continuous service delivery demands.

### **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 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.

## **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**

Intermediate: Contact Management, Database, Human Resources Systems, Other, Programming Languages

Basic: 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; 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**

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

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

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

### **PUBLIC CONTACT**

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for 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 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, moderately physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which requires somewhat diversified physical demands of the employee.

While performing the functions of this job, the employee is regularly required to talk or hear; frequently required to stand, sit, use hands to finger, handle, or feel, reach with hands and arms; and occasionally required to walk, climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds; frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision; color vision; and ability to adjust focus.

## **ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **Detention Center Jail Administrator**

### **Job Description**

**Job Code:** 1000  
**Exempt:** Yes  
**Department:** Jail Administrator Captain  
**Reports To:** Sheriff Boyd  
**Location:** Detention Center  
**Date Prepared:** March 01, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Supervises staff and performs a variety of complex administrative functions related to jail operations, including:

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Overseeing all jail operations; assuring staff and inmate safety and security; developing the budget; and coordinating inmate programs. This duty is performed daily, about 25% of the time.
2. Carries out supervisory/managerial responsibility in accordance with policies, procedures and applicable laws, including: interviewing, hiring and training staff; planning, assigning and directing work; Interprets, develops, communicates, updates and monitors policies and procedures; recommends improvement when necessary; and writes/revises same. This duty is performed daily, about 25% of the time.
3. Negotiates contracts for jail services with contractors; monitors work processes of contractors to assure compliance with contract specifications. This duty is performed annually, about 20% of the time.
4. Monitors changes in laws, statutes, regulations, etc., that affect department functions and disseminates information to employees to assure correct application to work processes. This duty is performed annually, about 10% of the time.
5. Bills agencies for inmates being housed in the County jail. This duty is performed annually, about 10% of the time.
6. Enters information into a computer terminal; uses the computer system to retrieve a variety of daily, monthly and yearly reports; maintains routine financial records. This duty is performed as needed, about 10% of the time.
7. Interacts with a variety of high level individuals to provide information, disseminate departmental information and assist in resolving administrative issues. This duty is performed as needed, about 5% of the time.
8. Reports administrative and/or operational problems to the Sheriff or Administrative Staff. This duty is performed as needed, about 10% of the time.
9. Performs other duties at the direction of the Sheriff. This duty is performed as needed, about 5% of the time.
10. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 9 to 10 years related experience and/or training, and 5 years related management experience, or equivalent combination of education and experience.

## **COMMUNICATION SKILLS**

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. Ability to read, analyze, and understand common scientific and technical journals, financial reports, and legal documents; Ability to respond to complex or difficult inquiries or complaints from customers, regulatory agencies, or members of the business community.

## **MATHEMATICAL SKILLS**

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

## **CRITICAL THINKING SKILLS**

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

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

Advanced Supervision Experience. HS Diploma or equivalent.

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

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

Intermediate: Database, Other, Spreadsheet, Word Processing/Typing  
Basic: Accounting, Alphanumeric Data Entry

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

Under administrative direction, setting up own standard of performance. Virtually self-supervising. Reports to senior management of the organization.

### **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 major importance which would have considerable effect on the final attainment of multiple major activities and the organization's projects of a large organization component and organization's clientele.

## **MENTAL DEMAND**

Highly intense mental demand. Continual involvement with strategic and operational management



functions which relate to both the short-term and long-term time periods.

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

Oversight. Activities covered by expansive policies and objectives, and oversight as to execution and review. High order of analytical, interpretative, and constructive thinking in varied situations covering multiple areas of the organization.

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

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

Supervises and manages multiple departments through 3 to 5 supervisors who supervise 50+ employees who are engaged in diversified activities.

Supervises the following departments: Not indicated.

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

Regularly responsible for funds, building premises, inventory, or other property owned, controlled, or leased by the organization and, in addition, may have temporary custody and responsibility of patron property, which through carelessness, error, loss, theft, misappropriation, or similar action would result in very important monetary losses to the organization. The total value for the above would range from \$1,000,000 to \$10,000,000.

### **ACCURACY**

Probable errors would normally not be detected in succeeding operations and may have serious effects in relationships with patrons and/or with the operations of other segments of the organization. Frequent possibilities of error would exist at all times, since the above mentioned areas are inherent in the job.

### **ACCOUNTABILITY**

#### **FREEDOM TO ACT**

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

#### **ANNUAL MONETARY IMPACT**

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

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

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

Major impact. Job has a considerable impact on the organization's end results. A high level of accountability to generate, manage, and/or control funds within 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**

Continuous contacts frequently involving difficult negotiations which require a well-developed sense of strategy and timing. Involves contacts 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**

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 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 talk or hear; and frequently required to sit, use hands to finger, handle, or feel, reach with hands and arms; occasionally required to stand, walk, climb or balance, stoop, kneel, crouch, or crawl, taste or smell. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

**ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **Detention Center Maintenance Administrator**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Maintenance Lieutenant  
**Reports To:** Jail Administrator  
**Location:** Detention Center  
**Date Prepared:** March 14, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Responsible for all jail facility maintenance, sheriff's fleet and procuring any and all equipment needed to ensure the safe operation and security of the facility.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Sheriff fleet maintenance. This duty is performed daily, about 25% of the time.
2. All jail maintenance emergency and routine. This duty is performed daily, about 25% of the time.
3. Maintenance scheduling. This duty is performed as needed, about 10% of the time.
4. Inspection of facility. This duty is performed as needed, about 10% of the time.
5. Inspection of fleet. This duty is performed as needed, about 10% of the time.
6. All lawn care at the facility. This duty is performed daily, about 20% of the time.
7. Equipment maintenance. This duty is performed as needed, about 10% of the time.
8. Arrange outside appointments for service from general vendors. This duty is performed as needed, about 10% of the time.
9. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 5 years related experience and/or training, and 2 years related management experience, or equivalent combination of education and experience.

### **COMMUNICATION SKILLS**

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

**MATHEMATICAL SKILLS**

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

**CRITICAL THINKING SKILLS**

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

**REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS**

HS Diploma or Equivalent. Maintenance Experience. Supervision experience.

**PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

**SOFTWARE SKILLS REQUIRED**

Basic: Database, Spreadsheet, Word Processing/Typing

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

Under administrative direction, setting up own standard of performance. Virtually self-supervising. Reports to senior management of the organization.

**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**

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

**ANALYTICAL ABILITY / PROBLEM SOLVING**

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

**RESPONSIBILITY FOR WORK OF OTHERS**

Responsibility for work of others: Not indicated.

**RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT**

Regularly responsible for funds, building premises, inventory, or other property owned, controlled, or leased by the organization and, in addition, may have temporary custody and responsibility of patron property, which through carelessness, error, loss, theft, misappropriation, or similar action would result in very important monetary losses to the organization. The total value for the above would

range from \$1,000,000 to \$10,000,000.

### **ACCURACY**

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

### **ACCOUNTABILITY**

#### **FREEDOM TO ACT**

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, 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 working environment, wherein there are disagreeable working conditions 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.

While performing the functions of this job, the employee is occasionally exposed to work near moving mechanical parts, work in high, precarious places, fumes or airborne particles, toxic or caustic chemicals, outdoor weather conditions, wet or humid conditions, extreme cold, extreme heat, risk of electrical shock, work with explosives, risk of radiation, vibration. The noise level in the work environment is usually loud.

## **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, moderately physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which requires somewhat diversified physical demands of the employee.

While performing the functions of this job, the employee is regularly required to stand, walk, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, talk or hear, taste or smell; and occasionally required to sit. The employee must occasionally lift and/or move more than 100 pounds; regularly lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

## **ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **Detention Center Maintenance Security**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Sergeant Maintenance/Security  
**Reports To:** Lieutenant Maintenance/Security  
**Location:** Detention Center  
**Date Prepared:** March 14, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Assist the Maintenance Administrator (LT.) in facility maintenance, routine and emergency.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Supervise visiting trade staff/contractors while on grounds. This duty is performed as needed, about 10% of the time.
2. Routine Maintenance. This duty is performed daily, about 60% of the time.
3. Inspect locks and ensure their function on all cells. This duty is performed as needed, about 25% of the time.
4. Responsible for security and maintenance inspections and all documentation. This duty is performed daily, about 40% of the time.
5. Supervise ACT 309 Inmates. This duty is performed as needed, about 50% of the time.
6. Maintain Deputy Patrol Units and their routine maintenance. This duty is performed as needed, about 40% of the time.
7. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 5 years related experience and/or training, and 12 to 18 months related management experience, or equivalent combination of education and experience.

### **COMMUNICATION SKILLS**

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization. Ability to 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**

HS Diploma or Equivalent. Detention Experience. Maintenance Experience.

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

Not indicated.

### **SOFTWARE SKILLS REQUIRED**

Basic: Spreadsheet, Word Processing/Typing

### **INITIATIVE AND INGENUITY**

#### **SUPERVISION RECEIVED**

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

#### **PLANNING**

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; 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 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.

## **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 working environment, wherein there are disagreeable working conditions 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.

While performing the functions of this job, the employee is continuously exposed to outdoor weather conditions; frequently exposed to work near moving mechanical parts, work in high, precarious places, fumes or airborne particles, toxic or caustic chemicals, wet or humid conditions, risk of electrical shock; and occasionally exposed to extreme cold, extreme heat, vibration. The noise level in the work environment is usually very loud.

## **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, moderately physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which requires somewhat diversified physical demands of the employee.

While performing the functions of this job, the employee is regularly required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, talk or hear, taste or smell. The employee must occasionally lift and/or move more than 100 pounds; frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

**ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **Detention Center Officer**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Detention Center Officer  
**Reports To:** Assistant Shift Supervisor Corporal  
**Location:** Detention Center  
**Date Prepared:** March 14, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Detention Officers will provide safe and secure custody of incarcerated persons adhering to all policy and procedures of the facility.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Provide for the legal admission and release of all prisoners/inmates at the CCDC. This duty is performed daily, about 20% of the time.
2. Accurately identify and log all movements and locations of inmates. This duty is performed daily, about 20% of the time.
3. Maintain order and discipline among incarcerated persons. This duty is performed daily, about 20% of the time.
4. Searching prisoners and their housing areas according to the contraband policy for drugs, weapons or other contraband. This duty is performed daily, about 20% of the time.
5. Administering and logging inmates into the detention center. This duty is performed as needed, about 10% of the time.
6. Provide access to medical services, according to guidelines for all inmates. This duty is performed as needed, about 10% of the time.
7. Provide access to counseling, visitation, clergy, attorneys and mail privileges. This duty is performed as needed, about 10% of the time.
8. Maintain the cleanliness of housing, clothing and general environment. This duty is performed as needed, about 10% of the time.
9. Provide access to food services. This duty is performed as needed, about 10% of the time.
10. Securing and logging of all personal property. This duty is performed as needed, about 10% of the time.
11. Immediately abate any hostile actions. This duty is performed as needed, about 10% of the time.
12. Proper segregation of all classes of inmate as defined by law (female/male juvenile/adult). This duty is performed as needed, about 10% of the time.
13. Provide for emergency transportation. This duty is performed as needed, about 10% of the time.

14. Perform any additional duties as assigned by supervisors. This duty is performed as needed, about 10% of the time.

15. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, 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.

## **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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

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

HS diploma or equivalent. Must be able to complete a basic jailer course within 1 year from hire date.

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

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

Intermediate: Database, Other

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

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

### **PLANNING**

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

### **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**

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.

### **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 of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

### **ACCOUNTABILITY**

#### **FREEDOM TO ACT**

Standardized. Accepted processes covered by well-defined standardized policies and procedures with supervisory review.

#### **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**

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

### **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 of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

### **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.

While performing the functions of this job, the employee is occasionally exposed to work in high, precarious places, fumes or airborne particles, toxic or caustic chemicals, outdoor weather conditions. The noise level in the work environment is usually loud.

## **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, moderately physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which requires somewhat diversified physical demands of the employee.

While performing the functions of this job, the employee is continuously required to talk or hear; regularly required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl; and occasionally required to taste or smell. 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; peripheral vision; depth perception; and ability to adjust focus.

## **ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County Detention Center Officer Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Detention Center Officer  
**Reports To** Assistant Shift Supervisor Corporal  
**Location:** Detention Center  
**Date Prepared:** March 14, 2019  
**Date Revised:** July 29, 2019

## **GENERAL DESCRIPTION OF POSITION**

Detention Officers will provide safe and secure custody of incarcerated persons adhering to all policy and procedures of the facility. These officers work in jails, courtrooms, and juvenile detention centers.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Provide for the legal admission and release of all prisoners/inmates at the CCDC. This duty is performed daily, about 20% of the time.
2. Accurately identify inmates and log all movements and locations of inmates. This duty is performed daily, about 20% of the time.
3. Maintain order and discipline among incarcerated persons. Provide a safe environment and immediately resolving a hostile action. This duty is performed daily, about 20% of the time.
4. Searching prisoners and their housing areas according to the contraband policy for drugs, weapons or other contraband. This duty is performed daily, about 20% of the time.
5. Administering and logging inmates into the detention center. This duty is performed as needed, about 10% of the time.
6. Provide access to medical services, according to guidelines for all inmates. This duty is performed as needed, about 10% of the time.
7. Provide access to counseling, visitation, clergy, attorneys and mail privileges. This duty is performed as needed, about 10% of the time.
8. Maintain the cleanliness of housing, clothing and general environment. This duty is performed as needed, about 10% of the time.
9. Provide access to food services. This duty is performed as needed, about 10% of the time.
10. Securing and logging of all personal property. This duty is performed as needed, about 10% of the time.
11. Immediately abate any hostile actions. This duty is performed as needed, about 10% of the time.
12. Proper segregation of all classes of inmate as defined by law (female/male juvenile/adult). This duty is performed as needed, about 10% of the time.

13. Provide transportation for inmates to medical, court, and related facilities. This duty is performed as needed, about 10% of the time.
14. Records visits, inspects items brought into the jail, and check incoming and outgoing mail.
15. Prepares routine records on inmates; performs general clerical duties.
16. Perform any additional duties as assigned by supervisors. This duty is performed as needed, about 10% of the time.
17. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, 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.

## **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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

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

HS diploma or equivalent. Must be able to complete a basic jailer course within 1 year from hire date.

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

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

Intermediate: Database, Other

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

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.



## **PLANNING**

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

## **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**

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.

## **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 of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

## **ACCOUNTABILITY**

### **FREEDOM TO ACT**

Standardized. Accepted processes covered by well-defined standardized policies and procedures with supervisory review.

### **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**

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

## **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 of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

## **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.

While performing the functions of this job, the employee is occasionally exposed to work in high, precarious places, fumes or airborne particles, toxic or caustic chemicals, outdoor weather conditions. The noise level in the work environment is usually loud.

## **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, moderately physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which requires somewhat diversified physical demands of the employee.

While performing the functions of this job, the employee is continuously required to talk or hear; regularly required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl; and occasionally required to taste or smell. 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; peripheral vision; depth perception; and ability to adjust focus.

## **ADDITIONAL INFORMATION**

Not indicated.



# **Craighead County**

## **Detention Center Sergeant**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Detention Center  
**Reports To:** Detention Center Assistant Jail Administrator  
**Location:** Detention Center  
**Date Prepared:** March 14, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Detention Center Sergeant will provide safe and secure custody of incarcerated persons adhering to all policy and procedures of the facility and lead up to 13 Detention Center Corporals and Officers each working shift.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Provide for the legal admission and release of all prisoners/inmates at the CCDC. This duty is performed daily, about 20% of the time.
2. Accurately identify and log all movements and locations of inmates. This duty is performed daily, about 20% of the time.
3. Maintain order and discipline among incarcerated persons. This duty is performed daily, about 20% of the time.
4. Searching prisoners and their housing areas according to the contraband policy for drugs, weapons or other contraband. This duty is performed daily, about 20% of the time.
5. Administering and logging inmates into the detention center. This duty is performed as needed, about 10% of the time.
6. Provide access to medical services, according to guidelines for all inmates. This duty is performed as needed, about 10% of the time.
7. Provide access to counseling, visitation, clergy, attorneys and mail privileges. This duty is performed as needed, about 10% of the time.
8. Maintain the cleanliness of housing, clothing and general environment. This duty is performed as needed, about 10% of the time.
9. Provide access to food services. This duty is performed as needed, about 10% of the time.
10. Securing and logging of all personal property. This duty is performed as needed, about 10% of the time.
11. Immediately abate any hostile actions. This duty is performed as needed, about 10% of the time.
12. Proper segregation of all classes of inmate as defined by law (female/male juvenile/adult). This duty is performed as needed, about 10% of the time.
13. Provide for emergency transportation. This duty is performed as needed, about 10% of the time.

14. Perform any additional duties as assigned by supervisors. This duty is performed as needed, about 10% of the time.

15. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 5 years related experience and/or training, and 2 years related management experience, or equivalent combination of education and experience.

### **COMMUNICATION SKILLS**

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

### **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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

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

HS diploma or equivalent. Must be able to complete a basic jailer course within 1 year from hire date.

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

Not indicated.

### **SOFTWARE SKILLS REQUIRED**

Intermediate: Database, Other

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; 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**

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

Supervises a moderate size group (8-15) of employees, but possibly smaller if difficult, semi-technical work, requiring considerable direction and assistance, is involved. Plans, directs and coordinates work, makes decisions, and performs personally the more difficult aspects of the same broad assignment.

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.

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 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.

While performing the functions of this job, the employee is occasionally exposed to work in high, precarious places, fumes or airborne particles, toxic or caustic chemicals, outdoor weather conditions. The noise level in the work environment is usually loud.

### **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, moderately physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which requires somewhat diversified physical demands of the employee.

While performing the functions of this job, the employee is continuously required to talk or hear; regularly required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl; and occasionally required to taste or smell. 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; peripheral vision; depth perception; and ability to adjust focus.

### **ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **District Court Chief Administrator**

### **Job Description**

**Job Code:** 1000  
**Exempt:** Yes  
**Department:** District Court  
**Reports To:** Judge Tommy Fowler, Judge David Boling and Judge Marvin Day  
**Location:** 410 W. Washington Ave, Jonesboro AR 72401  
**Date Prepared:** February 13, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

The Chief District Court Administrator is the chief administrative officer for the court and is responsible for the management and application of court resources. This position includes authority over service to the public, financial performance, staffing, budgets, and case processing systems including Contexte Case Management System.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Work with and assist both District Court Judges. This duty is performed as needed.
2. Manage the District Court office in Jonesboro and Lake City – 13 deputy clerks. This duty is performed daily.
3. Handle Clerk certification and plan travel & lodging. This duty is performed annually.
4. Turn in payroll every week and maintain vacation/personal/cop hours for office. This duty is performed weekly.
5. Handle invoices and turn in claims to purchasing while remaining under budget. This duty is performed weekly.
6. Oversee General Operational budget. Oversee grant fund requirements related to Sobriety Court of \$935,387.16 and 5 special revenue funds. This duty is performed daily.
7. Continued relationships with other County offices as well as maintaining good relationships with other departments that interact with the court. This duty is performed as needed.
8. An understanding of Contexte, court processes and Accounting procedures. This duty is performed daily.
9. Maintain annual case totals and bill cities within the county for operational expenses. This duty is performed quarterly.
10. Monitors procedures to provide high quality customer service, comply with law, and meet needs of court and criminal justice agencies. This duty is performed daily.
11. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 5 years related experience and/or training, and 3 years related management experience, or equivalent combination of education and experience.

## **COMMUNICATION SKILLS**

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. Ability to read, analyze, and understand common scientific and technical journals, financial reports, and legal documents; Ability to respond to complex or difficult inquiries or complaints from customers, regulatory agencies, or members of the business community.

## **MATHEMATICAL SKILLS**

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

## **CRITICAL THINKING SKILLS**

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

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

High School Diploma

Must demonstrate the ability to proactively and independently process high volumes of various types of work tasks effectively and efficiently with minimal supervision

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

A college degree in public administration/accounting or a related field or experience in the court system

Experience in District Court

Certificate with the Arkansas District and City Court Clerks Association

ACIC/NCIC Certified

Experience at the supervisory or management level (or its equivalent) in a court, business, or office setting.

Demonstrated knowledge and skills in public relations, human resources, recruitment, management, training and evaluation, computerized case management and word processing, and regulatory and statutory compliance.

Experience in automated financial and records management systems, personal computers, and software applications

## **SOFTWARE SKILLS REQUIRED**

Intermediate: 10-Key, Accounting, Alphanumeric Data Entry, Contact Management, Database, Human Resources Systems, Payroll Systems, Presentation/PowerPoint, Programming Languages, Spreadsheet, Word Processing/Typing

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

Under administrative direction, setting up own standard of performance. Virtually self-supervising. Reports to senior management of the organization.

## **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 large organizational component and the organization's clientele.

## **MENTAL DEMAND**

Highly intense mental demand. Continual involvement with strategic and operational management functions which relate to both the short-term and long-term time periods.

## **ANALYTICAL ABILITY / PROBLEM SOLVING**

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

## **RESPONSIBILITY FOR WORK OF OTHERS**

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

Supervises a moderate size group (8-15) of employees, but possibly smaller if difficult, semi-technical work, requiring considerable direction and assistance, is involved. Plans, directs and coordinates work, makes decisions, and performs personally the more difficult aspects of the same broad assignment.

Supervises the following departments: District Court

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

Regularly responsible for funds, building premises, inventory, or other property owned, controlled, or leased by the organization and, in addition, may have temporary custody and responsibility of patron property, which through carelessness, error, loss, theft, misappropriation, or similar action would result in very important monetary losses to the organization. The total value for the above would range from \$1,000,000 to \$10,000,000.

## **ACCURACY**

Probable errors would normally not be detected in succeeding operations and may have serious effects in relationships with patrons and/or with the operations of other segments of the organization. Frequent possibilities of error would exist at all times, since the above mentioned areas are inherent in the job.

## **ACCOUNTABILITY**

### **FREEDOM TO ACT**

Oversight. High level of freedom to complete the duties of the position and guided by broad policy with oversight by president, elected official, etc

### **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**

Major impact. Job has a considerable impact on the organization's end results. A high level of accountability to generate, manage, and/or control funds within 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**

Continuous contacts frequently involving difficult negotiations which require a well-developed sense of strategy and timing. Involves contacts with senior level internal officials.

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

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

**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 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 continuously required to use hands to finger, handle, or feel, reach with hands and arms, talk or hear; regularly required to sit; occasionally required to walk, 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 close vision; and color vision.

**ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **District Court Chief Deputy**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** District Court  
**Reports To:** District Court Chief Administrator  
**Location:** 410 W. Washington Ave., Jonesboro, AR 72401  
**Date Prepared:** February 13, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

The District Court Chief Deputy is the second in command and is responsible for the assisting the District Court Chief Administrator with management and application of court resources. This position includes authority over service to the public, financial performance, staffing, budgets, and case processing systems including Contexte Case Management System at the direction of the District Court Chief Administrator.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Supervise office personnel and operating procedures.
2. Be the main communication between the Judges and the staff in docket prep, procedural changes or needs that the Judges or staff have during court.
3. Manage and communicate changes in court scheduling to the staff, agency and media.
4. Make adjustments when individuals are out sick or have scheduled time off to make sure court is adequately covered.
5. Handle communication between attorneys, defendants, public defenders, all arresting agencies and the Jail.
6. Have input into how to help the court operate more effectively and efficiently.
7. Schedule Court Interpreters and Special Judges when needed.
8. Initiate and maintain cross-training within our office.
9. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 4 years related experience and/or training, and 2 years related management experience, or equivalent combination of education and experience.

### **COMMUNICATION SKILLS**

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

### **MATHEMATICAL SKILLS**

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

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

Not indicated.

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

Not indicated.

### **SOFTWARE SKILLS REQUIRED**

Intermediate: Accounting, 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**

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**

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

Supervises a moderate size group (8-15) of employees, but possibly smaller if difficult, semi-technical work, requiring considerable direction and assistance, is involved. Plans, directs and coordinates work, makes decisions, and performs personally the more difficult aspects of the same broad assignment.

Supervises the following departments: District Court

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

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

### **ACCURACY**

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

### **ACCOUNTABILITY**

#### **FREEDOM TO ACT**

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, plus frequent contact with senior level internal officials.

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

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

## **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 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 continuously required to use hands to finger, handle, or feel, reach with hands and arms, talk or hear; regularly required to sit; frequently required to stand; and occasionally required to walk, 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 close vision; and color vision.

## **ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **District Court Custodian**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** District Court  
**Reports To:** District Court Chief Deputy  
**Location:** District Court Courthouse Facility  
**Date Prepared:** February 18, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

The Custodial person is responsible for cleaning District Court facilities. The incumbent must prioritize when and how to complete tasks with guidance and direction by the District Court Chief Administrator

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Court Rooms and Offices: Dusting done on rotation schedule. Cleaning desks as needed. Removal of trash-daily. Vacuuming- daily. Removal of boxes as needed. Clean glass in the office as needed. Clean window frames and seals on a rotation schedule. Clean mini blinds on rotation schedule. Clean office furniture on a rotation schedule. This duty is performed daily, about 50% of the time.
2. Public and Common Space Areas: Wipe down counters for District Court rooms and office-daily. Removing any trash – daily. Baseboard cleaning- one time every six months. Washing/cleaning walls-one time per year. Occasional bathroom floors mopped and swept, toilets, sinks, stall walls, stall doors, mirrors cleaned. Bathroom trash will need to be removed- daily. Bathroom must be stocked. All trash is collected and taken to the dumpster - daily. This duty is performed daily, about 25% of the time.
3. 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**

Mental alertness and adaptability to office and field area work routines. Equivalent to four years high school or GED, with particular emphasis during high school in office skills, shop skills, or others, plus 12 to 18 months related experience and/or training, or equivalent combination of education and experience.

### **COMMUNICATION SKILLS**

Ability to read and understand documents such as policy manuals, safety rules, operating and maintenance instructions, and procedure manuals; Ability to write routine reports and correspondence.

### **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 use common sense understanding in order to carry out detailed written or oral instructions.  
Ability to deal with problems involving a few known variables in situations of a routine nature.

**REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS**

High school diploma or GED; one (1) year experience in custodial work.

**PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

Floor maintenance of two (2) years experience with buffing, stripping and wax finish application.

**SOFTWARE SKILLS REQUIRED**

Not indicated.

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

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

**PLANNING**

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

**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**

Light mental demand. Operations requiring intermittent directed thinking to carry out predetermined procedure or sequence of operations of limited variability. Operations requiring intermittent attention to control machine or manual motions.

**ANALYTICAL ABILITY / PROBLEM SOLVING**

Moderately repetitive. Activities with slight variation using a definite set of processes or directions with some degree of supervision. Choice of learned things in situations which conform to clearly established patterns and modes.

**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 of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

**ACCOUNTABILITY****FREEDOM TO ACT**

Defined. Semi-repetitive prescribed processes and procedures with nearby supervision.

**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**

Minimal impact. Job is focused on non-supervisory decision making activities and has minor impact on the organization's end results.

**PUBLIC CONTACT**

Frequent contacts with general public, patrons, or other outside representatives, wherein the manner of handling these contacts has a bearing on the organization's position and operation.

**EMPLOYEE CONTACT**

Contacts occasionally with others beyond immediate associates, but generally of a routine nature. May obtain, present or discuss data, but only as pertains to an immediate and specific assignment. No responsibility for obtaining cooperation or approval of action or decision.

**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**

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.

While performing the functions of this job, the employee is frequently exposed to fumes or airborne particles, toxic or caustic chemicals; and occasionally exposed to work near moving mechanical parts, work in high, precarious places. 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.

Highly repetitive, highly physical. Highly repetitive type work which requires the concentrated and non-diversified physical demands of the employee.

While performing the functions of this job, the employee is regularly required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, talk or hear; and occasionally required to taste or smell. The employee must occasionally lift and/or move up to 50 pounds; regularly lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision; and distance vision.

**ADDITIONAL INFORMATION**

High school diploma or GED; one (1) year experience in custodial work.

Physical Job Requirements: Bending, standing for extended periods of time, walking, and the ability to lift at least 30 lbs.

# **Craighead County**

## **District Court Deputy Clerk**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** District Court  
**Reports To:** District Court Chief Deputy  
**Location:** Justice Complex, 410 W. Washington Ave, Jonesboro, AR 72401  
**Date Prepared:** February 12, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Completion of District Court duties and responsibilities as assigned by the District Court Chief Deputy.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Ability to comprehend and follow directions in a fast pace, high volume environment while enduring frequent interruptions. This duty is performed as needed.
2. Receive and review legal filings. This duty is performed as needed.
3. Prepare documents and process electronically filed and personally filed court records. This duty is performed daily.
4. Assess/collect court costs. This duty is performed daily.
5. Scan court records. This duty is performed daily.
6. Make appropriate detailed case docket entries. This duty is performed daily.
7. Respond to questions in person and by phone. This duty is performed as needed.
8. Assist with courtroom duties as necessary. This duty is performed as needed.
9. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, 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.

### **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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

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

Not indicated.

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

Not indicated.

### **SOFTWARE SKILLS REQUIRED**

Intermediate: 10-Key, Accounting, Alphanumeric Data Entry, Contact Management, Database, Human Resources Systems, Other, Payroll Systems, Presentation/PowerPoint, Programming Languages, Spreadsheet, Word Processing/Typing

### **INITIATIVE AND INGENUITY**

#### **SUPERVISION RECEIVED**

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

#### **PLANNING**

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

#### **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**

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 repetitive. Activities with slight variation using a definite set of processes or directions with some degree of supervision. Choice of learned things in situations which conform to clearly established patterns and modes.

### **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 of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a

considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

## **ACCOUNTABILITY**

### **FREEDOM TO ACT**

Standardized. Accepted processes covered by well-defined standardized policies and procedures with supervisory review.

### **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**

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

## **PUBLIC CONTACT**

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

## **EMPLOYEE CONTACT**

Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

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

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

## **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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is continuously required to sit, use hands to

finger, handle, or feel, reach with hands and arms, talk or hear; occasionally required to walk, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds; frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision.

## **ADDITIONAL INFORMATION**

### **MINIMUM REQUIREMENTS**

Possess knowledge of Windows, Microsoft Office, typing, copiers, scanners, and other standard office equipment. Prior clerical experience is beneficial as well as judicial experience, but not required. Applicant must have exemplary customer service skills, accuracy and attention to detail as well as interpersonal skills, strong work ethic and professional demeanor at all times. Position requires a high school diploma or two years of prior experience and training within the district court, a law office or related legal setting. Prefer prior court or legal experience.

# **Craighead County**

## **District Court Liaison**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** District Court  
**Reports To:** District Court Chief Deputy  
**Location:** 410 W. Washington Ave, Jonesboro, AR 72401  
**Date Prepared:** February 13, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

An enthusiastic, forward-thinking individual to implement new aspects and procedures while ensuring effectiveness and efficiency within the court. To communicate, teach and encourage others in our office.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. The main communication between the Judges and the staff in docket prep and needs that the Judges or staff have during court. This duty is performed as needed.
2. Be available for coverage when individuals are out sick or have scheduled time off. This duty is performed as needed.
3. Be available to help with preparations for court, if needed or be in court if we are short handed. This duty is performed as needed.
4. Help handle communication between attorneys, defendants, public defenders, all arresting agencies and the jail. This duty is performed as needed.
5. Have input into how to help the court operate more effectively and efficiently. This duty is performed as needed.
6. Help handle issues with Contexte by contacting the help desk. This duty is performed as needed.
7. Seals. This duty is performed weekly.
8. Monitor and fill in with areas needing assistance. This duty is performed as needed.
9. Help manage the training agenda. This duty is performed monthly.
10. Learn and help train others in all areas of District Court. This duty is performed as needed.
11. Training new hires. This duty is performed as needed.
12. Managing our daily AOC Contexte error report. This duty is performed daily.
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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 3 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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

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

Position requires a high school diploma and two years of prior experience and training within the district court.

Must have exemplary customer service skills, accuracy and attention to detail as well as interpersonal skills, strong work ethic and professional demeanor at all times

Possess knowledge of Windows, Microsoft Office, typing, copiers, scanners, and other standard office equipment

Have a complete and overall understanding of District Court and the Contexte program.

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

Prior clerical experience and judicial experience

Certified with the Arkansas District and City Court Clerks Association

ACIC/NCIC certified

## **SOFTWARE SKILLS REQUIRED**

Intermediate: 10-Key, Accounting, Alphanumeric Data Entry, Contact Management, Database, Human Resources Systems, Other, Payroll Systems, Presentation/PowerPoint, Programming Languages, 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; 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**

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

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

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

### **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**

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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is continuously required to sit, use hands to finger, handle, or feel, talk or hear; frequently required to reach with hands and arms; and occasionally required to stand, walk, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds; frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision.

### **ADDITIONAL INFORMATION**

Position requires a high school diploma and two years of prior experience and training within the district court.

Must have exemplary customer service skills, accuracy and attention to detail as well as interpersonal skills, strong work ethic and professional demeanor at all times

Possess knowledge of Windows, Microsoft Office, typing, copiers, scanners, and other standard office equipment

Have a complete and overall understanding of District Court and the Contexte program.

# **Craighead County**

## **DTF Fiscal Officer**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** DTF Fiscal Officer  
**Reports To:** 2nd Judicial District DTF Coordinator/ Deputy Prosecuting Attorney  
**Location:** Jonesboro DTF Office  
**Date Prepared:** March 22, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Supports Drug Task Force (DTF) operations by writing and managing grants including, but not limited to, keeping up with daily and weekly documentation to submit for grant reimbursement, budgeting federal and state awarded grant money, submitting monthly and quarterly reports about DTF activity, as well as, submitting news articles about our activity; managing and maintaining financial accounts for 10 separate accounts using QuickBooks including, but not limited to, paying bills from specific accounts, reconciling the accounts monthly, sending reports and statements to the CPA monthly, and semi-annual reports to the Drug Director's Office; assists Deputy Prosecutors to prepare for civil asset forfeiture court cases including, but not limited to, preparing civil forfeiture complaints, following each case to make sure service is completed to each defendant, receiving hearings, trials, and meetings. This position also orders office supplies and court forms that are needed. In spare time, this position assists the criminal case coordinators with any filings, sending discovery and any paperwork needed.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Maintains DTF accounts. This duty is performed daily, about 25% of the time.
2. Prepares grant applications, and constantly maintains compliance with all grant requirements. This duty is performed weekly, about 25% of the time.
3. Coordinating with witnesses for upcoming hearings. This duty is performed as needed, about 5% of the time.
4. Draft motions and other pleadings for filing. This duty is performed as needed, about 5% of the time.
5. eFiling pleadings and documents. This duty is performed as needed, about 5% of the time.
6. Send discovery to defense attorneys. This duty is performed as needed, about 5% of the time.
7. Communications with defense attorneys and defendants. This duty is performed daily, about 10% of the time.
8. Prepares and monitors annual budget. This duty is performed weekly, about 5% of the time.
9. Compiling statistics for analysis and DTF board of directors. This duty is performed quarterly, about 5% of the time.
10. Receive confiscation reports and draft asset forfeiture complaints. This duty is performed weekly, about 10% of the time.
11. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 3 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 read, analyze, and understand common scientific and technical journals, financial reports, and legal documents; Ability to respond to complex or difficult inquiries or complaints from customers, regulatory agencies, or members of the business community.

## **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**

N/A

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

N/A

## **SOFTWARE SKILLS REQUIRED**

Advanced: Word Processing/Typing

Intermediate: 10-Key, Accounting, Alphanumeric Data Entry, Spreadsheet

Basic: Contact Management, Database

## **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**

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat 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 \$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, plus frequent contact with senior level internal officials.

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

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

### **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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is regularly required to sit, use hands to finger, handle, or feel, reach with hands and arms, talk or hear; occasionally required to stand, walk, 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 close vision; distance vision; and color vision.

### **ADDITIONAL INFORMATION**

An accounting degree is not required for this position, but the employee must have an excellent working knowledge of accounting/bookkeeping fundamentals.

# **Craighead County**

## **DTF Legal Secretary**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Criminal Case Coordinator  
**Reports To:** 2nd Judicial District DTF Coordinator/ Deputy Prosecuting Attorney  
**Location:** Jonesboro DTF Office  
**Date Prepared:** March 22, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Assists the DTF DPA with filing, processing, tracking, trying, and concluding felony drug cases within the 2nd Judicial District

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Receiving new case files from recent arrests and drafting felony information. This duty is performed weekly, about 25% of the time.
2. Preparing the docket for upcoming court appearances. This duty is performed weekly, about 25% of the time.
3. Coordinating with witnesses for upcoming hearings. This duty is performed weekly, about 5% of the time.
4. Draft motions and other pleadings for filing. This duty is performed weekly, about 10% of the time.
5. eFiling pleadings and documents. This duty is performed weekly, about 10% of the time.
6. Send discovery to defense attorneys. This duty is performed weekly, about 5% of the time.
7. Communications with defense attorneys and defendants. This duty is performed daily, about 10% of the time.
8. Communications with probation and parole office concerning compliance of probationers. This duty is performed monthly, about 5% of the time.
9. Compiling statistics for analysis and DTF board of directors. This duty is performed quarterly, about 5% of the time.
10. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 3 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 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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

**REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS**

N/A

**PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

N/A

**SOFTWARE SKILLS REQUIRED**

Advanced: Word Processing/Typing

Basic: Alphanumeric Data Entry, Contact Management, Database, Spreadsheet

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

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable 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**

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.

**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**

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

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

## **PUBLIC CONTACT**

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for 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**

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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is continuously required to use hands to finger, handle, or feel, talk or hear; regularly required to sit, reach with hands and arms; occasionally required to stand, walk, 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 close vision; distance vision; and color vision.

**ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **ELECTIONS COORDINATOR**

### **Job Description**

**Exempt:** Yes  
**Department:** Election Commission  
**Reports To:** County Judge and Election Commission  
**Location:** Election Annex  
**Date Prepared:** December 20, 2019  
**Date Revised:** March 24, 2020

#### **GENERAL DESCRIPTION OF POSITION**

Coordinates the fulfillment of the Election Commission's constitutional and statutory responsibilities in the preparation for and administration of Craighead County elections. All essential duties and responsibilities performed with the oversight of the Craighead County Election Commission.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Develops rules, procedures, and systems to guide election personnel ensuring compliance with all federal, state, and local statute, ordinance, and regulation governing the voting process and election administration.
2. Designs and prepares customized materials required for elections including, but not limited to ballot design, proofing, and production including identification of ballot jurisdictions and specifications.
3. Codes elections in the computerized voting system and produces memory media for each polling location with appropriate issues and candidates.
4. Analyzes suitable polling locations, which are selected by the Election Commission, ensuring location, parking, and facilities comply with Federal, State, and Local requirements.
5. Receives and provides complaints and grievances concerning accessibility of polling locations and voting procedures within Craighead County to the Election Commission for recommendation; disseminates information to the public on accessibility issues in the voting place.
6. Assist Election Commission with conducting public hearings on districting and precincting and oversees the preparation of legal descriptions and maps required for County elections.
7. Serves as the primary liaison with candidates, campaign personnel, media, and general public for procedures, policies, and complaints once filing period is complete.
8. Develops a schedule of events for each election and ensures deadlines are met.
9. Ensures security and maintenance of a large number of voting machines; allocates machines and ballots to each precinct.
10. Interacts frequently with various County officials, State Board of Election Commissioners, Secretary of State, Officials of Municipalities within the County, media, and school district officials regarding election rules and procedures.

11. Directs Logic and Accuracy testing of the voting equipment for candidates, media, and general public within time regulations.
12. Meets regularly with County Election Commissioners and keeps them apprised of new election laws and procedures, new equipment options, and planning election activities.
13. Administers budget of Election Commission Department along with Election Commission
14. Develops recruitment and training procedures and materials for election officials; conducts election official training sessions.
15. Establishes record keeping methods and procedures for all election records and poll worker information pursuant to Federal, State and Local law.
16. Attends and participates in legislative hearings by providing information as needed regarding election laws on behalf of Election Commission.
17. Attends regular Election Commission meetings and follows the direction of Election Commission regarding compliance to election laws, maintaining equipment status and problems, capital outlay purchase suggestions, and other related election issues.
18. Answers questions from public and media concerning Election Commission and election procedures; researches law as needed.
19. Option to supervise the early voting process at satellite locations ensuring the security of all election materials and accuracy in maintenance of voter information, if directed by Election Commission.
20. Perform any other related duties as required or assigned by Election Commission.
21. When time permits, assist the County Judge's office with special projects as needed.

## **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**

Completion of Bachelor's Degree in Political Science, Law, Business Administration, or a related field; considerable work experience with election administration, organizational management, legal research, or a related area; extensive work experience with elections or public administrative area; or any equivalent combination of experience and training which provides the required skills, knowledge, and abilities or equivalent to a four year college degree, plus 5 years related experience and/or training, and 2 years related management experience, or equivalent combination of education and experience.

## **COMMUNICATION SKILLS**

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

**REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS**

Must possess or be able to immediately obtain a valid Arkansas Driver's License

**PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

**SOFTWARE SKILLS REQUIRED**

Advanced: Contact Management, Other, Presentation/PowerPoint, Spreadsheet, Word Processing/Typing

Intermediate: Database, Human Resources Systems, Payroll Systems

Basic: 10-Key, Accounting, Alphanumeric Data Entry, Programming Languages

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

Self directed to achieve Craighead County election goals. Reports to County Judge for employment supervision, but day to day direction is designated to Craighead County Election Commission.

**PLANNING**

Considerable responsibility with regards to general assignments in planning time, method, manner, and/or sequence of performance of own work.

**DECISION MAKING**

Performs work operations which permit frequent decision-making opportunities of major importance which would have considerable effect on the final attainment of multiple major activities and the organization's projects of a large organization component and organization's clientele.

**MENTAL DEMAND**

Comprehensive and very intense mental demand. Comprehensive and continual involvement with multiple divisions, departments and/or organizations. Strategic and operational management functions which relate to both the short-term and long-term time periods.

**ANALYTICAL ABILITY / PROBLEM SOLVING**

General oversight. Activities covered by general organizational philosophy and objectives. Solving problems in novel, non-recurring or swiftly changing situations in which the approach is not fully defined. Guidance by County Judge and County Board of Commissioners.

**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 volunteers; directing and supervising part time employees; planning, assigning and directing work; addressing complaints and resolving problems.

Provides delegated supervision to up to 20 part time election workers during election periods.

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

Regularly responsible for funds, building premises, inventory, or other property owned, controlled, or leased by the organization and, in addition, may have temporary custody and responsibility of patron property, which through carelessness, error, loss, theft, misappropriation, or similar action would result in very important monetary losses 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 would have serious effects in relationships with patrons and/or with the operations of other segments of the organization. Frequent possibilities of error would always exist, since the above-mentioned areas are inherent in the job.

### **ACCOUNTABILITY**

#### **FREEDOM TO ACT**

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

#### **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.

Medium. Job creates a monetary impact for the county from \$1m to \$10m.

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

Major impact. Job has a considerable impact on the organization's end results. A high level of accountability to generate, manage, and/or control funds within a department and/or total organization.

### **PUBLIC CONTACT**

Extensive contacts with various diversified sectors of the public environment; wherein, the contacts are of extreme importance and failure to exercise proper judgment can lead to substantial losses to the county.

### **EMPLOYEE CONTACT**

Establishes company culture by setting tone of interactions and communication with senior level internal officials and employees throughout the organization.

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

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

### **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. Work is performed primarily in a smoking restricted office environment. Attendance at meetings within outside agencies is recommended. Position is required to monitor election procedures on election days the entire time the polls are open and until all election materials are received and results compiled election nights.

## **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.

While performing the functions of this job, the employee is occasionally exposed to outdoor weather conditions. 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 continuously required to talk or hear; frequently required to stand, sit; and occasionally required to walk, use hands to finger, handle, or feel, reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision; color vision; and depth perception.

Ability to effectively communicate orally

Visual acuity necessary for use of a computer screen and visual inspection of polling locations

Digital dexterity needed for keyboard operation

## **ADDITIONAL INFORMATION**

### **REQUIRED SKILLS, KNOWLEDGE, AND AVAILABILITY:**

- Comprehensive knowledge of election laws and regulations
- Good knowledge of Election Management Software
- Good knowledge of Microsoft Word, Excel, Access, and PowerPoint
- Good knowledge of budgetary procedures
- Ability to develop policy and procedure in compliance with state and federal law
- Ability to interpret and explain election procedures and rules to employees and the general public
- Ability to prepare instructional materials related to election procedures and regulations
- Ability to supervise a staff involved with preparation for and conducting elections
- Ability to establish and maintain detailed record keeping systems
- Ability to detect deficiencies or areas of noncompliance in polling locations
- Ability to establish and maintain an effective working relationship with the Election Commission members, other County Officials, the media, and the general public



# **Craighead County**

## **IT - Computer Technician**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Information Technology  
**Reports To:** Director of Computer Services  
**Location:** County Offices  
**Date Prepared:** March 29, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

The role of the IT Computer Technician is to provide support for all Craighead County staff. The IT Computer Technician is responsible for resolving support requests as well as meeting customer satisfaction and continuous service delivery demands. IT Support staff work in a 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 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.

## **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**

Intermediate: Contact Management, Database, Human Resources Systems, Other, Programming Languages

Basic: 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; 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**

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

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

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

#### **PUBLIC CONTACT**

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for 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 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, moderately physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which requires somewhat diversified physical demands of the employee.

While performing the functions of this job, the employee is regularly required to talk or hear; frequently required to stand, sit, use hands to finger, handle, or feel, reach with hands and arms; and occasionally required to walk, climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds; frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision; color vision; and ability to adjust focus.

## **ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **IT - Director of Computer Services**

### **Job Description**

**Job Code:** 1000  
**Exempt:** Yes  
**Department:** Information Technology  
**Reports To:** County Judge  
**Location:** County Offices  
**Date Prepared:** March 29, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Install and maintain all network components throughout the County. Analyze needs and determine structure of all network systems and servers. Offer direction, support and assistance with County information systems networking, telephone systems, training, internal systems operations, help desk administration, security, business continuity and asset management. Install and maintain back-office systems including database and application servers. Assist with operational problems at the server application level and user level. Help the Systems Support Team to install and maintain desktop hardware and software.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Consult and assist on County-wide projects that relate to Information Technology.
2. Perform hardware installation and maintenance as required.
3. Assist in the planning and implementation of additions, deletions and major modifications to the County's network infrastructure.
4. Provide assistance and direction on all purchase relating to information technology, while building and maintaining vendor relationships.
5. Recommend and maintain antivirus, spam and malware software on all network file servers and desktops.
6. Recommend and install new software upgrades, security patches, and critical updates on servers and all network hardware as required.
7. Assist in the design, selection and installation of all networking systems. Oversees troubleshooting, systems backups, archiving, and disaster recovery and provides expertise and support when necessary.
8. Monitor and review server operations and recommend any needed changes.
9. Assist in problem analysis for operator, software, or hardware errors. Interacts with internal County Elected Officials, Chief of Staff, Department Directors and staff on all levels to help resolve IT-related issues and provide answers in a timely manner.
10. Verify and recommend appropriate hardware/software levels on County computers and network servers.
11. Assess and recommend proper hardware/software based on present and identified future needs. Ensures that County information systems assets are maintained responsibly.

12. Verify County compliance with software licensing rules.
13. Possess the ability to communicate in written and verbal form with all levels of County government and provide board level presentations as required.
14. Maintain professionalism, good attitude, and appropriate behavior with Craighead County personnel and citizens.
15. Security badge access systems and cameras.
16. Wireless systems and networking.
17. Servers: Windows 10, Windows 2012 - 2016, and Lennox.
18. Pre-loads on server software, full VMware, Windows Systems Admin. and full replication.
19. 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**

Technical degree required in such disciplines as Computer Engineering, CPA, etc, plus 9 to 10 years related experience and/or training, and 2 years related management experience, or equivalent combination of education and experience.

### **COMMUNICATION SKILLS**

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization. Ability to read, analyze, and understand common scientific and technical journals, financial reports, and legal documents; Ability to respond to complex or difficult inquiries or complaints from customers, regulatory agencies, or members of the business community.

### **MATHEMATICAL SKILLS**

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane, algebra, solid geometry and trigonometry.

### **CRITICAL THINKING SKILLS**

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

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

Not indicated.

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

Not indicated.

### **SOFTWARE SKILLS REQUIRED**

Advanced: Database, Human Resources Systems, Payroll Systems, Programming Languages  
Intermediate: Spreadsheet  
Basic: Word Processing/Typing

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

Under administrative direction, setting up own standard of performance. Virtually self-supervising. Reports to senior management of the organization.

### **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**

Intense mental demand. Operations requiring sustained directed thinking to analyze, solve, or plan highly variable, administrative, professional, or technical tasks involving complex problems or mechanisms.

## **ANALYTICAL ABILITY / PROBLEM SOLVING**

Oversight. Activities covered by expansive policies and objectives, and oversight as to execution and review. High order of analytical, interpretative, and constructive thinking in varied situations covering multiple areas of the organization.

## **RESPONSIBILITY FOR WORK OF OTHERS**

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

Supervises a small group (1-3) of employees in the same or lower classification. Assigns and checks work; assists and instructs as required, but performs same work as those supervised, or closely related work, most of the time. Content of the work supervised is of a non-technical nature and does not vary in complexity to any great degree.

Supervises the following departments: Information Technology

## **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 would definitely have serious effects in relationships with patrons and/or with the operations of other segments of the organization. Frequent possibilities of error would exist at all times, since the above mentioned areas are inherent in the job.

## **ACCOUNTABILITY**

### **FREEDOM TO ACT**

Oversight. High level of freedom to complete the duties of the position and guided by broad policy with oversight by president, elected official, etc

## **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**

Major impact. Job has a considerable impact on the organization's end results. A high level of accountability to generate, manage, and/or control funds within 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**

Network engineering and support, telecom engineering/support and comprehensive management of computer applications/programming and analysis, tech lead, database analyst iii, policy lead, staff, development/implementation and/or program manager.

## **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 usually moderate.

## **PHYSICAL ACTIVITIES**

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

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

While performing the functions of this job, the employee is regularly required to sit, use hands to finger, handle, or feel, talk or hear; occasionally required to stand, walk, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds; frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; color vision; and ability to adjust focus.



**ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **IT - Systems Administrator**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Information Technology  
**Reports To:** IT - Director of Computer Services  
**Location:** County Buildings  
**Date Prepared:** March 29, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Install and maintain all network components throughout the Sheriff's Office and Detention Center. Analyze needs and determine structure of all network systems and servers. Install and maintain back-office systems including database and application servers. Assist with operational problems at the server application level and user level. Help the Systems Support Team to install and maintain desktop hardware and software.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Consult and assist on County-wide projects that relate to Information Technology.
2. Perform hardware installation and maintenance of infrastructure systems.
3. Maintain backups of all network and server systems.
4. Provide assistance and detailed implementation of purchased software packages.
5. Maintain virus checking software on all network file servers.
6. Install new software upgrades on servers and all network hardware.
7. Assist in the design, selection and installation of all networking systems.
8. Monitor and review server operations and recommend any needed changes.
9. Assist in problem analysis for operator, software, or hardware errors.
10. Verify appropriate hardware/software levels on County computers and network servers.
11. Determine proper hardware/software based on present and future needs.
12. Verify County compliance with software licensing rules.
13. Vmware basic and wireless systems.
14. Security systems.
15. 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 2 years related management experience, or equivalent combination of education and experience.

### **COMMUNICATION SKILLS**

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

### **MATHEMATICAL SKILLS**

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane, algebra, solid geometry and trigonometry.

### **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**

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**

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.

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, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for 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**

Computer senior software programming, debug problem detection, database analyst ii, network development, and senior project manager.

**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 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, talk or hear; frequently required to use hands to finger, handle, or feel; and occasionally required to stand, walk, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds; frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision; color vision; and ability to adjust focus.

## **ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **Juvenile Intake Officer**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Intake Officer  
**Reports To:** District Supervisor  
**Location:** Court House Annex 511 Union Ave. ste. 310 Jonesboro, AR. 72401  
**Date Prepared:** February 13, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

The Juvenile Intake Officer is responsible for the supervision of juvenile cases prior to adjudication of a FINS or Delinquency Case. The Juvenile Intake Officer monitors the compliance with court order of juveniles 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 multifaceted operation that would address an array of juvenile and family situations both judicial and non-judicial in nature. The position requires decision-making, problem solving, and accurate reporting. The officer will be required to maintain, annotate, and prepare appropriate court documents. 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. Receive and investigate complaints and charges that a juvenile is delinquent or dependent-neglected, or a family in need of services. This duty is performed daily, about 50% of the time.
2. Make appropriate referrals to other public or private agencies of the community if their assistance appears to be needed or desired. This duty is performed daily, about 25% of the time.
3. To perform all other functions assigned to him or her by order of the court. This duty is performed daily, about 25% of the time.
4. Calls from local and area law enforcement officers regarding Juveniles on active case loads or Juveniles with new offenses. Each officer is also required to be on call once every 8 weeks for after hour calls. The amount of time each officer spends on the phone after hours, on the weekend, during lunch break, or even on vacation can not be calculated into a percentage. It is not impossible for the officer to receive 15-20 calls in a day or when not. This duty is performed daily.
5. Notifies parents of juveniles that have been detained of potential detention hearings and court dates. This duty is performed as needed.
6. Conduct intake interviews with parents and juveniles. This duty is performed as needed.
7. Take complaints and affidavits from victims and determine course of action to take (Deferment, Diversion, or court action). This duty is performed daily.
8. Make referrals to appropriate agencies. This duty is performed as needed.
9. Communicate with local and area law enforcement agencies regarding open case. This duty is performed as needed.

10. File appropriate paper work with the court clerk. This duty is performed as needed.
11. Make recommendations for Juvenile cases, FINS or Delinquency. This duty is performed weekly.
12. Testify to court cases. This duty is performed as needed.
13. Maintain knowledge of Arkansas Juvenile and criminal code. This duty is performed daily.
14. administer Drug screens to juveniles and parents as ordered by the court. This duty is performed as needed.
15. All other duties assigned. This duty is performed as needed.
16. Perform any other related duties as required or assigned.

## **QUALIFICATIONS**

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

## **EDUCATION AND EXPERIENCE**

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

## **COMMUNICATION SKILLS**

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

## **MATHEMATICAL SKILLS**

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane, algebra, solid geometry and trigonometry.

## **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**

Intermediate: Accounting, Contact Management, Database, Word Processing/Typing  
Basic: Presentation/PowerPoint, Spreadsheet

## **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**

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

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 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.

While performing the functions of this job, the employee is occasionally exposed to outdoor weather conditions. 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, sit, use hands to finger, handle, or feel, talk or hear; frequently required to walk, reach with hands and arms; and occasionally required to stoop, kneel, crouch, or crawl, taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision; distance vision; depth perception; and ability to adjust focus.

### **ADDITIONAL INFORMATION**

The duties of reconciling the juvenile bank account, and writing Restitution checks to victims is completed by one of the intake officers and backed up by one of the probation officers.

The officer should possess a High School diploma with at least 10 years of work related experience or a Bachelor's degree and 4 years of work related experience. The officer must complete 40 hours of training in "Juvenile Officer Certification Training" provided by AOC to be a Certified Juvenile Officer. The officer must complete 12 hours of training annually to maintain the certification. The officer should have experience working with teenagers, judgment skills when handling complaints, 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. Knowledge of court proceedings. Background or knowledge base in mental health related. Field.

# **Craighead County**

## **Juvenile Office Manager**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Juvenile  
**Reports To:** District Supervisor  
**Location:** 511 Union Ave ste. 310, Jonesboro AR. 72401  
**Date Prepared:** February 13, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

The Office Administrator performs general administrative and secretarial duties for the Craighead County Juvenile Department. The incumbent has the responsibility to maintain and manage the general office to provide support for all officers within the Juvenile Department and to interact with the public over incoming Juvenile matters. This employee has considerable public contact over the telephone and other Juvenile Department staff, Circuit Clerks office, County Clerks office, personnel, and various vendors. Acts as receptionist for the office, answers telephone calls, and provides general assistance in order to maintain office continuity. Ensure that all office functions are performed efficiently and in a professional and timely manner. Ensure that each situation is handled according to County policies.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Direct communications from phone calls to proper officers. This duty is performed daily, about 30% of the time.
2. Take messages for officers not in the building at the time of calls. This duty is performed daily, about 10% of the time.
3. Collect weekly time sheets/ input time correctly into county time keeping system. This duty is performed weekly, about 5% of the time.
4. Collect, open, and distribute all mail daily. This duty is performed daily, about 5% of the time.
5. Pay bills via county invoice sheets. This duty is performed as needed, about 5% of the time.
6. Find alternative pricing for supplies. This duty is performed as needed, about 5% of the time.
7. Ensure bills are accurate before they are paid. This duty is performed annually, about 5% of the time.
8. Collect fines and fees paid to the juvenile department. This duty is performed daily, about 10% of the time.
9. Create files for incoming juvenile complaints and or new offenses from Police Reports. This duty is performed daily, about 10% of the time.
10. Distribute materials to appropriate officers that are delivered to the office. This duty is performed daily, about 5% of the time.
11. Create data base information on new cases reported to the office. This duty is performed daily, about 5% of the time.

12. Update data base information when changes are reported by officers, reports, or school official. This duty is performed daily, about 5% of the time.

13. Schedule appointments for District Supervisor. This duty is performed as needed.

14. Order office supplies needed to run the office. This duty is performed as needed.

15. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 5 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**

Intermediate: Accounting, Database, Payroll Systems, 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; 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**

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

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

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

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

### **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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is continuously required to talk or hear; frequently required to stand, sit, use hands to finger, handle, or feel, reach with hands and arms; and occasionally required to walk, stoop, kneel, crouch, or crawl, taste or smell. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; and ability to adjust focus.

### **ADDITIONAL INFORMATION**

The office manager is the central nervous system of the department. The Flow of information that comes into the office is mostly handled by this position, and it is imperative to the function of this Department that that information is handed out in a correct in timely manner. Some duties are difficult to quantify in a specific percentage. Certain duties may take much more of a percentage on any particular day than what is estimated.

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.

Minimum of high school diploma or general education degree (GED) is required; two (2) years formal business/secretarial school, and minimum of five (5) years general office and secretarial experience.

Preferred: Bachelors Degree; minimum of (5) years formal business or office manager experience.

# **Craighead County**

## **Juvenile Probation Officer**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Probation Officer  
**Reports To:** District Supervisor  
**Location:** Craighead County Annex Building. 511 Union Ave. ste 310, Jonesboro, AR. 72401  
**Date Prepared:** February 13, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

The Juvenile Probation Officer is responsible for supervision of Juvenile Court cases, including working with juveniles, families, and other agencies assigned to aid in providing services in Delinquency and or FINS(Family in Need of Services)cases. The office will also monitor compliance with the court orders as well as refer juveniles and families to services need for rehabilitation. The Probation Officer will be required to maintain case documents, testify in court, and work as part of a team to address any problems the juvenile and family has that may arise. The position requires decision making, problem solving, accurate reporting skills, and the ability to interact, guide, and sometimes lead families, community groups, and other agencies in aiding Juveniles

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. To make appropriate investigations and reports when required to do so by any provision of this subchapter or the rules promulgated pursuant thereto or by order of the court. This duty is performed daily, about 25% of the time.
2. To aid and counsel juveniles and their families when required to do so by order of the court. This duty is performed as needed, about 40% of the time.
3. To perform all other appropriate functions assigned to him or her by this subchapter or the rules promulgated pursuant thereto or by order of the court. This duty is performed as needed, about 20% of the time.
4. To give appropriate aid and assistance to the court when requested to do so by the judge. This duty is performed weekly, about 15% of the time.
5. Perform random school visits. This duty is performed as needed.
6. Work with other probation departments for shared information and Transfers. This duty is performed as needed.
7. Receive and make calls from and to local and area law enforcement officers to provide 24 hour on call coverage. This duty is performed as needed.
8. Transport Juveniles to detention, to court, and to Dr. appointments when in Juvenile Detention. This duty is performed as needed.
9. Courtroom testimony. This duty is performed as needed.
10. Make Sentencing recommendations to the court. This duty is performed as needed.
11. Administer drug screens to juvenile and family members as ordered by the court. This duty is

performed as needed.

12. Have knowledge of the Arkansas Juvenile and criminal code. This duty is performed daily.

13. Maintain Juvenile data base (in house). This duty is performed daily.

14. All other duties assigned. This duty is performed daily.

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

## **QUALIFICATIONS**

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

## **EDUCATION AND EXPERIENCE**

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

## **COMMUNICATION SKILLS**

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

## **MATHEMATICAL SKILLS**

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

## **CRITICAL THINKING SKILLS**

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

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

Not indicated.

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

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

Intermediate: Accounting, Contact Management, Database, Word Processing/Typing  
Basic: Presentation/PowerPoint

## **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**

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

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 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.

While performing the functions of this job, the employee is regularly exposed to outdoor weather conditions; .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 walk, sit, use hands to finger, handle, or feel, talk or hear; and frequently required to stand, reach with hands and arms; occasionally required to climb or balance, stoop, kneel, crouch, or crawl, taste or smell. The employee must occasionally lift and/or move up to 25 pounds; frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; depth perception; and ability to adjust focus.

### **ADDITIONAL INFORMATION**

The Probation officer position is an 8-5 pm in office position. Probation officers can and do receive calls at all hours of the day and night, including weekends, and holidays from law enforcement officers. Probation officers transport Juvenile prisoners frequently. Many of the duties listed can not be calculated with a percentage. Those duties listed with a percentage are what the bulk of the duties fall under. That does not mean that any of the duties without a percentage could not take up an entire work day if there is a pressing matter or crisis that is at hand. Also, assist as back up to accounting duties that fall to the office.

The officer should possess a High School diploma with at least 10 years work related experience or a Bachelor's degree and four years work related experience. The officer must complete 40 hours of training in "Juvenile Officer Certification Training" provided by AOC to be a Certified Juvenile Officer. The officer must complete 12 hours of training annually to maintain the certification. The officer should have experience working with teenagers, judgment skills when handling complaints, 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. Knowledge of court proceedings. Background or knowledge base in mental health related. Field.

# **Craighead County**

## **Juvenile Supervisor**

### **Job Description**

**Job Code:** 1000  
**Exempt:** Yes  
**Department:** Juvenile Supervisor (District Supervisor)  
**Reports To:** Juvenile Circuit Judges  
**Location:** 511 Union Ave ste310, Jonesboro AR. 72401  
**Date Prepared:** February 13, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

The Juvenile Supervisor (District Supervisor) of 6 Counties in the 2nd Judicial District, oversees 5 officer Supervisors (usually performing the duties of Intake Officer) of the other counties that make up the district. For the purposes of Craighead County, the supervisor's role is to ensure that all personnel in the department are meeting the standards that are set forth in the Arkansas Code Annotated 9-27-308. Also to make sure the department is in compliance with State Audit. To ensure that any deficiency's that occur are corrected properly and promptly. Provide direction and leadership to 8 direct employees of Craighead County. (35 total employees for the District) The Supervisor will develop office continuity with all personnel to makes sure the office runs as efficient as possible, by placing Juvenile officers in the best positions that fit their skill set. This will ensure that the Juveniles and the citizens of Craighead County the served to the best of the departments ability.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Oversee daily operations of Juvenile Department. This duty is performed daily, about 30% of the time.
2. Interview and hire personnel. This duty is performed as needed, about 5% of the time.
3. Ensure that office is in compliance with state law requirements for budgetary matters, and all court procedure. This duty is performed daily, about 10% of the time.
4. Develop programs beneficial to the citizens of Craighead County to better serve our youth and the community. This duty is performed as needed, about 5% of the time.
5. Develop and maintain Juvenile court docket. This duty is performed weekly, about 5% of the time.
6. To perform all other functions assigned to him or her by order of the court.
7. Develop and negotiate budgets with Quorum court and County Judge. This duty is performed annually, about 5% of the time.
8. Ensure training hours are available and completed by Certified Officers. This duty is performed annually.
9. Communicate with local and area law enforcement agencies. This duty is performed daily, about 20% of the time.
10. Maintain knowledge of Arkansas Juvenile Code and Criminal Law. This duty is performed daily, about 10% of the time.
11. Make recommendations to the court for Dispositions on juvenile cases. This duty is performed

weekly, about 5% of the time.

12. Negotiate Dispositions with Juvenile Attorneys for plea deals through Juvenile court. This duty is performed daily, about 5% of the time.

13. Investigate Complaints from parents and juveniles being supervised by the Juvenile Department. This duty is performed as needed.

14. Investigate complaints from the other Juvenile Departments within the 2nd Judicial District. This duty is performed as needed.

15. Attend Quorum Court meeting in each county of the 2nd Judicial district to provide information regarding Salaries, budgets, and major purchases. This duty is performed as needed.

16. Facilitating the purchase of major items. i.e. vehicles and office machinery. Help find the best most economical purchase for that office. This duty is performed as needed.

17. On Call for local and area law enforcement at all hours. This duty is performed daily.

18. Train new recruits of local and area law enforcement officers about Juvenile law. This duty is performed as needed.

19. Supervise and advise Craighead County Juvenile Drug Court. This duty is performed daily.

20. Teach and quest instruct at local schools and universities. This duty is performed as needed.

21. Serve subpoenas and summons. along with other court papers. This duty is performed as needed.

22. Develop procedures for the 2nd judicial district to be followed by vendors(mental Health Agencies). This duty is performed as needed.

23. Perform all other duties assigned by the 2nd Judicial Juvenile Judges. This duty is performed as needed.

24. 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 7 years related experience and/or training, and 3 years related management experience, or equivalent combination of education and experience.

## **COMMUNICATION SKILLS**

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

## **MATHEMATICAL SKILLS**

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

proportions to practical situations.

### **CRITICAL THINKING SKILLS**

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

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

Not indicated.

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

Not indicated.

### **SOFTWARE SKILLS REQUIRED**

Advanced: Database

Intermediate: Accounting, Contact Management, Payroll Systems, Presentation/PowerPoint, Word Processing/Typing

Basic: Spreadsheet

### **INITIATIVE AND INGENUITY**

#### **SUPERVISION RECEIVED**

Under administrative direction, setting up own standard of performance. Virtually self-supervising. Reports to senior management of the organization.

#### **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 large organizational component and the organization's clientele.

### **MENTAL DEMAND**

Intense mental demand. Operations requiring sustained directed thinking to analyze, solve, or plan highly variable, administrative, professional, or technical tasks involving complex problems or mechanisms.

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

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

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

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

Supervises a moderate size group (8-15) of employees engaged in important, complex operations, consisting of employees in different classifications who perform a wide variety of duties.

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 \$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, 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**

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.

While performing the functions of this job, the employee is regularly exposed to outdoor weather conditions; .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 continuously required to talk or hear; regularly required to stand, walk; frequently required to use hands to finger, handle, or feel, reach with hands and arms; and occasionally required to sit, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds; frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; depth perception; and ability to adjust focus.

## **ADDITIONAL INFORMATION**

The Juvenile Supervisor's position comes with unforeseen factors that can't be anticipated. the 2nd Judicial District just created an Organized Criminal Activity Task Force/ Gang Unit. The Juvenile Departments participation in this unit is foundational in the fact that we are developing a strategy for Prevention and Intervention. These new challenges are always changing how we approach our work, as does any changes to the Criminal Code, or even Medicaid. Flexibility, adaptability, and the wiliness to explore and try new things is the best characteristic and trait to be successful in this position.

The Juvenile Supervisor should have a Bachelors Degree with at least 8 years work related experience. Must be able to build and develop relationships with local and area law enforcement, County Judges, and Quorum Courts. The Candidate should have the ability to Multitask and be flexible moving from one assignment to the next. Clear written and Oral communication is paramount to performing the job of Juvenile Supervisor.

# **Craighead County**

## **Maintenance-Building Maintenance**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Maintenance  
**Reports To:** Maintenance Supervisor  
**Location:** All county properties  
**Date Prepared:** February 18, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Building Maintenance is responsible for general maintenance, repair, and up keep of the various facilities we maintain. The person in this position may provide recommendations to the Building Maintenance Supervisor as to the best method of maintaining and repairing elements to the county facilities.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. COUNTY COURTHOUSE ANNEX BUILDING :• Routine maintenance of lighting, HVAC, plumbing, Perform minor repairs as painting or small construction projects, Assist with office set up or moving as needed. This duty is performed as needed, about 10% of the time.
2. Building:•Routine maintenance of lighting, HVAC, plumbing, Perform minor repairs as painting or small construction projects, Assist with office set up or moving as needed. This duty is performed as needed, about 10% of the time.
3. Stairways:•Paint and repair handrails and walls as needed, inspect treads, rails,and lighting for need of repair or replacement as needed. This duty is performed as needed, about 2% of the time.
4. Elevators:•Assist elevator technician with any maintenance or repair as needed inspect equipment for any need of repair as needed. This duty is performed as needed, about 1% of the time.
5. ADDITIONAL BUILDINGS:•Routine maintenance of lighting, HVAC, plumbing, Perform minor repairs as painting or small construction projects, Assist with office set up or moving as needed. This duty is performed as needed, about 10% of the time.
6. LAKE CITY EASTERN DIVISION COUNTY COURTHOUSE AND OTHER OFFICES:Routine maintenance of lighting, HVAC, plumbing, Perform minor repairs as painting or small construction projects, Assist with office set up or moving as needed. This duty is performed as needed, about 5% of the time.
7. Building:•Routine maintenance of lighting, HVAC, plumbing, Perform minor repairs as painting or small construction projects, Assist with office set up or moving as needed. This duty is performed as needed, about 5% of the time.
8. Outside of Building:•Routine maintenance of lighting, HVAC, plumbing, Perform minor repairs as painting or small construction projects, Assist with office set up or moving as needed. This duty is performed as needed, about 2% of the time.
9. Maintaining, checking, and troubleshooting of all mechanical systems throughout properties. This duty is performed daily, about 20% of the time.
10. General maintenance of buildings and structures throughout properties. This duty is performed



daily, about 20% of the time.

11. Opening and set up for special events on the grounds. This duty is performed as needed, about 2% of the time.

12. Help with outside grounds and custodial as needed. This duty is performed as needed, about 5% of the time.

13. Help with moving and setting up of offices and office equipment. This duty is performed as needed, about 10% of the time.

14. Participate in safety and training programs as necessary. This duty is performed as needed, about 2% of the time.

15. Lock down of main campus nightly. This duty is performed daily, about 2% of the time.

16. Inspect and help to determine with help of supervisor whether to perform some maintenance projects internally or obtain help of outside professional help. This duty is performed about 4% of the time.

17. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, 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 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**

HVAC license preferred. Also years of experience in building maintenance.

## **SOFTWARE SKILLS REQUIRED**

Basic: Other, 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; 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**

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat 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 \$150,000 to \$1,000,000.

## **ACCURACY**

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

## **ACCOUNTABILITY**

### **FREEDOM TO ACT**

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, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for 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 complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, driver's license/cdl, etc.)

## **WORKING CONDITIONS**

Outside working environment, wherein there are disagreeable working conditions 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.

While performing the functions of this job, the employee is regularly exposed to work near moving mechanical parts, work in high, precarious places, fumes or airborne particles; frequently exposed to toxic or caustic chemicals, outdoor weather conditions, risk of electrical shock; and occasionally exposed to wet or humid conditions, vibration. The noise level in the work environment is usually loud.

## **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, moderately physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which requires somewhat diversified physical demands of the employee.

While performing the functions of this job, the employee is continuously required to use hands to finger, handle, or feel; and regularly required to stand, walk, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, talk or hear; frequently required to sit, taste or smell. The employee must occasionally lift and/or move more than 100 pounds; frequently lift and/or move up to 50 pounds; regularly lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

## **ADDITIONAL INFORMATION**

**EDUCATION:** Equivalent to four years high school or GED, with particular emphasis during high school in office skills, shop skills, or other.

**EXPERIENCE:** Minimum of 3 to 5 years of building maintenance experience and/or training, or equivalent combination of education and experience. Mental alertness and adaptability to office and field area work routines.

Valid Driver's License

# **Craighead County**

## **Maintenance-Custodian**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Maintenance  
**Reports To:** Maintenance Supervisor  
**Location:** All County Courthouse properties  
**Date Prepared:** February 18, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

The Custodial person is responsible for cleaning buildings and offices and grounds. The incumbent must prioritize when and how to complete tasks individually, as well with their co-workers and supervisor.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. COUNTY COURTHOUSE ANNEX BUILDING: Offices: •Dusting – done on rotation schedule •Cleaning desks – as needed •Removal of trash- daily •Vacuuming- daily •Removal of boxes- as needed •Clean glass in the office- as needed •Clean window frames and seals- done on rotation schedule •Clean mini blinds- done on rotation schedule •Clean office furniture – done on rotation schedule. This duty is performed daily, about 50% of the time.
2. Building: •Wipe and clean all of the glass on the first floor corridor inside and out- daily •Wipe down counters for assessor and collector's office- daily •General cleaning and dusting of the hallway- daily •Removing any trash or recycling- daily •Dust mop the main hallways- daily •Mop main hallways- daily •Baseboard cleaning- one time every six months •Washing/cleaning walls- one time per year •Trash is picked up outside the building- daily •Ash trays are cleaned out- daily •Occasionally lifting and removing heavy trash at the main entry of the annex building- as needed •Manually buff and polish floors with a hand controlled machine- Occasional •Stripping and waxing the floors –Occasional •Bathroom floors mopped and swept, toilets, sinks, stall walls, stall doors, mirrors cleaned- Occasionally when main person is out •Bathroom trash will need to be removed –Occasionally when main person is out •Bathroom must be stocked-Occasionally when main person is out •Clean courtrooms- Help as needed •All trash that is collected throughout the day will have to be taken to the dumpster behind the building- daily. This duty is performed daily, about 10% of the time.
3. Stairways: •Washed and wiped down rails- one time per week or as needed •Sweep and mop stairs- one time per week or as needed •Wiping up any miscellaneous spills or fluids- as needed. This duty is performed weekly, about 15% of the time.
4. Elevators: •Walls and all buttons wiped down- as needed or monthly •Floors swept and mopped- as needed or monthly •Tracks in elevator floor cleaned – every six months or as needed. This duty is performed weekly, about 10% of the time.
5. ADDITIONAL BUILDINGS: Voting building must be cleaned, stocked, mopped, swept, dusted –Occasionally when there is an event in the building or during voting season. This duty is performed as needed, about 5% of the time.
6. LAKE CITY EASTERN DIVISION COUNTY COURTHOUSE AND OTHER OFFICES: Offices: •Dusting – done on rotation schedule •Cleaning desks – as needed •Removal of trash- daily •Vacuuming- daily •Removal of boxes- as needed •Clean glass in the office- as needed •Clean window frames and seals- done on rotation schedule •Clean mini blinds- as

needed•Clean office furniture – done on rotation schedule•Water plants. This duty is performed weekly, about 10% of the time.

7. Building:•Clean all glass doors and window panels- one time per week or as needed•Clean all glass windows at court room entrance and sheriff's office- one time every three months or as needed•Clean courtroom- Dust, vacuum, wipe podium and tables, benches, take out trash – two times a week- before and after court•Clean Bathroom toilets, sinks, mirrors, floors- sweep and mop, walls- two times a week or as needed•Gather up all trash from all buildings/offices and take it to the dumpster- daily or as needed•Sweep and Mop floors throughout property- one time a week or as needed•Clean kitchen- daily. This duty is performed daily, about 5% of the time.

8. Outside of Building:•Sweep sidewalks- one time per week or as needed•Pick up trash in parking lot – one time per week or as needed•Clean ashtrays in the front and the back of the building- daily •Pull grass out of the sidewalk and in the fenced in area near building- as needed. This duty is performed as needed, about 4% of the time.

9. Participate in safety and training programs, as necessary. This duty is performed about 1% of the time.

10. 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**

Mental alertness and adaptability to office and field area work routines. Equivalent to four years high school or GED, with particular emphasis during high school in office skills, shop skills, or others, plus 12 to 18 months related experience and/or training, or equivalent combination of education and experience.

## **COMMUNICATION SKILLS**

Ability to read and understand documents such as policy manuals, safety rules, operating and maintenance instructions, and procedure manuals; Ability to write routine reports and correspondence.

## **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 use common sense understanding in order to carry out detailed written or oral instructions. Ability to deal with problems involving a few known variables in situations of a routine nature.

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

High school diploma or GED; one (1) year experience in custodial work.

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

Floor maintenance of two (2) years experience with buffing, stripping and wax finish application.

## **SOFTWARE SKILLS REQUIRED**

Not indicated.

## **INITIATIVE AND INGENUITY SUPERVISION RECEIVED**

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

**PLANNING**

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

**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**

Light mental demand. Operations requiring intermittent directed thinking to carry out predetermined procedure or sequence of operations of limited variability. Operations requiring intermittent attention to control machine or manual motions.

**ANALYTICAL ABILITY / PROBLEM SOLVING**

Moderately repetitive. Activities with slight variation using a definite set of processes or directions with some degree of supervision. Choice of learned things in situations which conform to clearly established patterns and modes.

**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 of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

**ACCOUNTABILITY**

**FREEDOM TO ACT**

Defined. Semi-repetitive prescribed processes and procedures with nearby supervision.

**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**

Minimal impact. Job is focused on non-supervisory decision making activities and has minor impact on the organization's end results.

**PUBLIC CONTACT**

Frequent contacts with general public, patrons, or other outside representatives, wherein the manner of handling these contacts has a bearing on the organization's position and operation.

**EMPLOYEE CONTACT**

Contacts occasionally with others beyond immediate associates, but generally of a routine nature. May obtain, present or discuss data, but only as pertains to an immediate and specific assignment. No responsibility for obtaining cooperation or approval of action or decision.

**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**

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.

While performing the functions of this job, the employee is frequently exposed to fumes or airborne particles, toxic or caustic chemicals; and occasionally exposed to work near moving mechanical parts, work in high, precarious places. 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.

Highly repetitive, highly physical. Highly repetitive type work which requires the concentrated and non-diversified physical demands of the employee.

While performing the functions of this job, the employee is regularly required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, talk or hear; and occasionally required to taste or smell. The employee must occasionally lift and/or move up to 50 pounds; regularly lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision; and distance vision.

**ADDITIONAL INFORMATION**

High school diploma or GED; one (1) year experience in custodial work.

Prefer: Floor maintenance of two (2) years experience with buffing, stripping and wax finish application.

Physical Job Requirements: Bending, standing for extended periods of time, walking, ability to operate a powered automatic buffing machine, and the ability to lift at least 30 lbs.

# **Craighead County**

## **Maintenance-Custodian Team Lead**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Building Maintenance  
**Reports To:** Maintenance Supervisor  
**Location:** All County Courthouse properties  
**Date Prepared:** February 18, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Custodial Team Lead is responsible for various custodial duties and with assisting maintenance supervisor with delegating duties out to the custodial staff on the main campus of the courthouse properties. Other duties of the incumbent is to help with inventory of janitorial supplies for all properties.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. COUNTY COURTHOUSE ANNEX BUILDING: Offices: •Dusting – done on rotation schedule •Cleaning desks – as needed •Removal of trash- daily •Vacuuming- daily •Removal of boxes- as needed •Clean glass in the office- as needed •Clean window frames and seals- done on rotation schedule •Clean mini blinds- done on rotation schedule •Clean office furniture – done on rotation schedule. This duty is performed daily, about 43% of the time.
2. Building: •Wipe and clean all of the glass on the first floor corridor inside and out- daily •Wipe down counters for assessor and collector's office- daily •General cleaning and dusting of the hallway- daily •Removing any trash or recycling- daily •Dust mop the main hallways- daily •Mop main hallways- daily •Baseboard cleaning- one time every six months •Washing/cleaning walls- one time per year •Trash is picked up outside the building- daily •Ash trays are cleaned out- daily •Occasionally lifting and removing heavy trash at the main entry of the annex building- as needed •Manually buff and polish floors with a hand controlled machine- Occasional •Stripping and waxing the floors –Occasional •Bathroom floors mopped and swept, toilets, sinks, stall walls, stall doors, mirrors cleaned- Occasionally when main person is out •Bathroom trash will need to be removed –Occasionally when main person is out •Bathroom must be stocked-Occasionally when main person is out •Clean courtrooms- Help as needed •All trash that is collected throughout the day will have to be taken to the dumpster behind the building- daily. This duty is performed daily, about 10% of the time.
3. Stairways: •Washed and wiped down rails- one time per week or as needed •Sweep and mop stairs- one time per week or as needed •Wiping up any miscellaneous spills or fluids- as needed. This duty is performed weekly, about 20% of the time.
4. Elevators: •Walls and all buttons wiped down- as needed or monthly •Floors swept and mopped- as needed or monthly •Tracks in elevator floor cleaned – every six months or as needed. This duty is performed monthly, about 5% of the time.
5. ADDITIONAL BUILDINGS: Voting building must be cleaned, stocked, mopped, swept, dusted –Occasionally when there is an event in the building or during voting season. This duty is performed about 5% of the time.
6. LAKE CITY EASTERN DIVISION COUNTY COURTHOUSE AND OTHER OFFICES: Offices: •Dusting – done on rotation schedule •Cleaning desks – as needed •Removal of trash- daily •Vacuuming- daily •Removal of boxes- as needed •Clean glass in the office- as



needed•Clean window frames and seals- done on rotation schedule•Clean mini blinds- as needed•Clean office furniture – done on rotation schedule•Water plants. This duty is performed as needed, about 2% of the time.

7. Building:•Clean all glass doors and window panels- one time per week or as needed•Clean all glass windows at court room entrance and sheriff's office- one time every three months or as needed•Clean courtroom- Dust, vacuum, wipe podium and tables, benches, take out trash – two times a week- before and after court•Clean Bathroom toilets, sinks, mirrors, floors- sweep and mop, walls- two times a week or as needed•Gather up all trash from all buildings/offices and take it to the dumpster- daily or as needed•Sweep and Mop floors throughout property- one time a week or as needed•Clean kitchen- daily. This duty is performed about 5% of the time.

8. Outside of Building:•Sweep sidewalks- one time per week or as needed•Pick up trash in parking lot – one time per week or as needed•Clean ashtrays in the front and the back of the building- daily •Pull grass out of the sidewalk and in the fenced in area near building- as needed. This duty is performed about 2% of the time.

9. All Buildings:•Keep inventory of supplies:•. This duty is performed weekly, about 16% of the time.

10. Participate in safety and training programs,as necessary. This duty is performed about 2% of the time.

11. 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**

Mental alertness and adaptability to office and field area work routines. Equivalent to four years high school or GED, with particular emphasis during high school in office skills, shop skills, or others, plus 12 to 18 months related experience and/or training, or equivalent combination of education and experience.

## **COMMUNICATION SKILLS**

Ability to read and understand documents such as policy manuals, safety rules, operating and maintenance instructions, and procedure manuals; Ability to write routine reports and correspondence.

## **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 use common sense understanding in order to carry out detailed written or oral instructions. Ability to deal with problems involving a few known variables in situations of a routine nature.

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

High School diploma or equivalent.

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

One year Experience in custodial work with a good working knowledge of stripping wax floors and application and maintenance of wax floor finishes.

## **SOFTWARE SKILLS REQUIRED**

Basic: Other, Spreadsheet, Word Processing/Typing

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

### **PLANNING**

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

### **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**

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.

## **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 of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

## **ACCOUNTABILITY**

### **FREEDOM TO ACT**

Standardized. Accepted processes covered by well-defined standardized policies and procedures with supervisory review.

### **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**

Modest impact. Job has some impact on the organizations end results, but still from an indirect

level. Provides assistance and support services that facilitates decision making by others.

## **PUBLIC CONTACT**

Frequent contacts with general public, patrons, or other outside representatives, wherein the manner of handling these contacts has a bearing on the organization's position and operation.

## **EMPLOYEE CONTACT**

Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

## **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**

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.

While performing the functions of this job, the employee is frequently exposed to fumes or airborne particles; and occasionally exposed to work near moving mechanical parts, toxic or caustic chemicals, outdoor weather conditions. 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.

Highly repetitive, highly physical. Highly repetitive type work which requires the concentrated and non-diversified physical demands of the employee.

While performing the functions of this job, the employee is regularly required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, talk or hear; frequently required to taste or smell. The employee must occasionally lift and/or move up to 50 pounds; frequently lift and/or move up to 25 pounds; regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; and peripheral vision.

## **ADDITIONAL INFORMATION**

One year Experience in custodial work with a good working knowledge of stripping wax floors and application and maintenance of wax floor finishes.

Physical Job Requirements: Bending, standing for extended periods of time, walking, ability to operate a powered automatic buffing machine, and the ability to lift at least 30 lbs.

# **Craighead County**

## **Maintenance-Grounds Maintenance**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Grounds Maintenance  
**Reports To:** Maintenance Supervisor  
**Location:** All County Properties  
**Date Prepared:** February 18, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

To perform general upkeep and maintenance to the grounds of the properties. Other duties are to assist building maintenance and custodial as time allows or as requested. And preparation of the outside of facilities for special events.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. COUNTY COURTHOUSE ANNEX BUILDING: Offices: • Help with custodial and building maintenance duties as requested. This duty is performed as needed, about 5% of the time.
2. Building: • Upkeep of lawns and beds around property and help with custodial and building maintenance as requested. This duty is performed as needed, about 20% of the time.
3. Stairways: • Help with custodial and building maintenance duties as requested. This duty is performed as needed, about 5% of the time.
4. Elevators: • Help with custodial and building maintenance duties as requested. This duty is performed as needed, about 5% of the time.
5. ADDITIONAL BUILDINGS: Upkeep of lawns and beds around property and help with custodial and building maintenance as requested. This duty is performed as needed, about 20% of the time.
6. LAKE CITY EASTERN DIVISION COUNTY COURTHOUSE AND OTHER OFFICES: Offices: • Help with custodial and building maintenance as requested. This duty is performed as needed, about 5% of the time.
7. Building: • Help with custodial and building maintenance as requested. This duty is performed as needed, about 5% of the time.
8. Outside of Building: • Upkeep of lawns and beds around property and help with custodial and building maintenance as requested. This duty is performed as needed, about 20% of the time.
9. All Buildings: • Set up and take down for special events as needed. This duty is performed as needed, about 2% of the time.
10. Check and Maintain all lawn equipment . This duty is performed about 8% of the time.
11. All Properties: • Respond to emergency calls during all hours of the day including weekend and holidays. This duty is performed about 1% of the time.
12. Participate in safety and training programs, as necessary. This duty is performed about 1% of the time.

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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 2 years related experience and/or training, or equivalent combination of education and experience.

## **COMMUNICATION SKILLS**

Ability to read and understand documents such as policy manuals, safety rules, operating and maintenance instructions, and procedure manuals; Ability to write routine reports and correspondence.

## **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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

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

Not indicated.

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

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

Not indicated.

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable 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**

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 repetitive. Activities with slight variation using a definite set of processes or directions with some degree of supervision. Choice of learned things in situations which conform to clearly established patterns and modes.

### **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 of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

### **ACCOUNTABILITY**

#### **FREEDOM TO ACT**

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

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

### **PUBLIC CONTACT**

Frequent contacts with general public, patrons, or other outside representatives, wherein the manner of handling these contacts has a bearing on the organization's position and operation.

### **EMPLOYEE CONTACT**

Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

### **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 working environment, wherein there are extremely disagreeable working conditions most of the time (e.G. Hot mix paving in constant sun).

## **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.

While performing the functions of this job, the employee is regularly exposed to work near moving mechanical parts, work in high, precarious places, fumes or airborne particles, outdoor weather conditions, vibration; frequently exposed to toxic or caustic chemicals; and occasionally exposed to wet or humid conditions, risk of electrical shock. The noise level in the work environment is usually very loud.

## **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, moderately physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which requires somewhat diversified physical demands of the employee.

While performing the functions of this job, the employee is regularly required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, talk or hear, taste or smell. The employee must occasionally lift and/or move up to 100 pounds; regularly lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; depth perception; and ability to adjust focus.

## **ADDITIONAL INFORMATION**

High school diploma or equivalent. two years experience in grounds maintenance or similar experience. possess a valid Arkansas divers license

# **Craighead County**

## **Maintenance-Maintenance Supervisor**

### **Job Description**

**Job Code:** 1000  
**Exempt:** Yes  
**Department:** Maintenance Supervisor  
**Reports To:** County Judge  
**Location:** All county properties.  
**Date Prepared:** February 18, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

The Buildings Maintenance Supervisor is responsible for the direction and supervision of building maintenance and oversees custodial tasks of all the county buildings and grounds. The incumbent assists and provides recommendations for the best method of maintaining, repairing, or replacing mechanical and necessary elements of the County's buildings. Provide assistance in developing and writing specifications for building and equipment. The incumbent must select the best qualified service companies for repair and maintenance and ensure that service contracts for building maintenance and equipment. The incumbent must select the best qualified service companies for repair and maintenance and ensure that the service contract for building maintenance and equipment repair are carried out and performed adequately and efficiently. The incumbent participates in event planning and requires independent judgment, and various degrees of specialization. Oral and written instructions are both received by and given to subordinates.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Direct and supervise general carpentry, electrical, plumbing and maintenance work involved in the alteration, repair and maintenance of County buildings and equipment to include heating and air-conditioning systems. This duty is performed as needed, about 5% of the time.
2. Oversee building construction projects, working closely with architects and contractors to protect County interests. This duty is performed as needed, about 2% of the time.
3. Supervise custodial and maintenance workers by assigning work and monitoring performance of duties. Keep, check and enter time for entire department and schedule leave for department. This duty is performed daily, about 15% of the time.
4. Provide technical support to maintenance workers in repair and maintenance of County buildings, HVAC systems, electrical and plumbing systems and grounds. This duty is performed as needed, about 5% of the time.
5. Prepare specifications for additional or replacement HVAC systems or units, electrical and plumbing systems, repairs to buildings, and small construction projects. This duty is performed as needed, about 2% of the time.
6. Purchase supplies and equipment needed to perform duties adhering to County purchasing policy and procedures. Monitor and keep a balanced budget. This duty is performed as needed, about 5% of the time.
7. Determine needs and purchase materials, parts, and equipment for proper installation and completion of repairs. This duty is performed as needed, about 5% of the time.
8. Work with contractors to assure that the requirements of maintenance agreements are met



appropriately. This duty is performed as needed, about 5% of the time.

9. Schedule and monitor routine and preventative maintenance of HVAC systems. This duty is performed as needed, about 5% of the time.

10. Detect and correct hazardous and/or unsightly conditions in areas of County building and grounds. This duty is performed as needed, about 5% of the time.

11. In cooperation with elected officials and department heads, schedule and direct relocation of County offices, records, equipment and furniture. This duty is performed as needed, about 2% of the time.

12. Meet with elected officials, as needed. This duty is performed as needed, about 5% of the time.

13. Prepare and maintain department budget. This duty is performed annually, about 10% of the time.

14. Assure that County buildings are opened during business hours and otherwise secured. This duty is performed daily, about 5% of the time.

15. Provide maintenance support for all emergency situations associated with County buildings and/or grounds 24 hours a day/seven (7) days a week. This duty is performed as needed, about 2% of the time.

16. Work closely with County management, and architects in developing adequate and efficient work areas. This duty is performed as needed, about 2% of the time.

17. Conduct liaison activities in a professional manner and ensure maximum cooperation between and among the County, public and other agencies. This duty is performed as needed, about 5% of the time.

18. Ensure that all duties assigned are performed in an efficient and responsible manner according to office policies and procedures. This duty is performed daily, about 13% of the time.

19. Participate in safety and training programs, as necessary. This duty is performed as needed, about 2% of the time.

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**

Mental alertness and adaptability to office and field area work routines. Equivalent to four years high school or GED, with particular emphasis during high school in office skills, shop skills, or others, plus 5 years related experience and/or training, and 3 years related management experience, or equivalent combination of education and experience.

## **COMMUNICATION SKILLS**

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

**MATHEMATICAL SKILLS**

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

**CRITICAL THINKING SKILLS**

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

**REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

**PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

**SOFTWARE SKILLS REQUIRED**

Basic: Other, Payroll Systems, Spreadsheet, Word Processing/Typing

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

Under administrative direction, setting up own standard of performance. Virtually self-supervising. Reports to senior management of the organization.

**PLANNING**

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

**DECISION MAKING**

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

**MENTAL DEMAND**

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

**ANALYTICAL ABILITY / PROBLEM SOLVING**

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

**RESPONSIBILITY FOR WORK OF OTHERS**

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

Supervises a moderate size group (8-15) of employees, but possibly smaller if difficult, semi-technical work, requiring considerable direction and assistance, is involved. Plans, directs and coordinates

work, makes decisions, and performs personally the more difficult aspects of the same broad assignment.

Supervises the following departments: Not indicated.

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

Regularly responsible for funds, building premises, inventory, or other property owned, controlled, or leased by the organization and, in addition, may have temporary custody and responsibility of patron property, which through carelessness, error, loss, theft, misappropriation, or similar action would result in very important monetary losses to the organization. The total value for the above would range from \$1,000,000 to \$10,000,000.

### **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**

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

#### **ANNUAL MONETARY IMPACT**

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

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, 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 working environment, wherein there are disagreeable working conditions 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.

While performing the functions of this job, the employee is frequently exposed to work near moving mechanical parts, work in high, precarious places, fumes or airborne particles, toxic or caustic chemicals, outdoor weather conditions; and occasionally exposed to wet or humid conditions, risk of electrical shock, vibration. The noise level in the work environment is usually loud.

## **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, moderately physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which requires somewhat diversified physical demands of the employee.

While performing the functions of this job, the employee is regularly required to walk, talk or hear; and frequently required to stand, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl; occasionally required to taste or smell. The employee must occasionally lift and/or move more than 100 pounds; frequently lift and/or move up to 50 pounds; regularly lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

## **ADDITIONAL INFORMATION**

High School diploma or equivalent; and a minimum of ten (10) years experience in building trades. Considerable knowledge and experience in the standard practice of building construction, maintenance, electrical, plumbing, HVAC and other trades pertaining to buildings and structures is required. In addition, five (5) years of management and/or project management experience is required.

Physical Job Requirements: Bending, standing for extended periods of time, walking, ability to operate a powered automatic buffing machine, and the ability to lift at least 30 lbs.

# **Craighead County**

## **Maintenance-Maintenance Tech**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Building Maintenance  
**Reports To:** Maintenance Supervisor  
**Location:** All County Properties  
**Date Prepared:** February 18, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

The purpose of this position is to perform all building maintenance functions for all county properties as well as assist Building maintenance and Grounds maintenance as needed along with other various duties as requested.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. COUNTY COURTHOUSE ANNEX BUILDING: Offices: • Routine maintenance of lighting, HVAC, plumbing, Perform minor repairs as painting or small construction projects, Assist with office set up or moving as needed. This duty is performed as needed, about 14% of the time.
2. Building: • Routine maintenance of lighting, HVAC, plumbing, Perform minor repairs as painting or small construction projects, Assist with office set up or moving as needed. This duty is performed as needed, about 15% of the time.
3. Stairways: • Paint and repair handrails and walls as needed, inspect treads, rails, and lighting for need of repair or replacement as needed. This duty is performed as needed, about 2% of the time.
4. Elevators: • Assist elevator technician with any maintenance or repair as needed inspect equipment for any need of repair as needed. This duty is performed as needed, about 1% of the time.
5. ADDITIONAL BUILDINGS: • Routine maintenance of lighting, HVAC, plumbing, Perform minor repairs as painting or small construction projects, Assist with office set up or moving as needed. This duty is performed as needed, about 10% of the time.
6. LAKE CITY EASTERN DIVISION COUNTY COURTHOUSE AND OTHER OFFICES: • Routine maintenance of lighting, HVAC, plumbing, Perform minor repairs as painting or small construction projects, Assist with office set up or moving as needed. This duty is performed as needed, about 10% of the time.
7. Building: • Routine maintenance of lighting, HVAC, plumbing, Perform minor repairs as painting or small construction projects, Assist with office set up or moving as needed. This duty is performed as needed, about 10% of the time.
8. Outside of Building: • Routine maintenance of lighting, HVAC, plumbing, Perform minor repairs as painting or small construction projects, Assist with office set up or moving as needed. This duty is performed as needed, about 10% of the time.
9. All Buildings: • Set up and take down for special events as needed. This duty is performed as needed, about 1% of the time.
10. All Properties: • Assist Building maintenance, Grounds maintenance and custodial as needed. This

duty is performed as needed, about 25% of the time.

11. All Properties:•Respond to emergency calls during all hours of the day including weekends and holidays. This duty is performed as needed, about 1% of the time.

12. Participate in safety and training programs, as necessary. This duty is performed about 1% of the time.

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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 2 years related experience and/or training, or equivalent combination of education and experience.

## **COMMUNICATION SKILLS**

Ability to read and understand documents such as policy manuals, safety rules, operating and maintenance instructions, and procedure manuals; Ability to write routine reports and correspondence.

## **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**

Trade school training and two years experience in maintenance and repair

## **SOFTWARE SKILLS REQUIRED**

Not indicated.

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable 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**

Moderately repetitive. Activities with slight variation using a definite set of processes or directions with some degree of supervision. Choice of learned things in situations which conform to clearly established patterns and modes.

### **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 of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

### **ACCOUNTABILITY**

#### **FREEDOM TO ACT**

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

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

### **PUBLIC CONTACT**

Frequent contacts with general public, patrons, or other outside representatives, wherein the manner of handling these contacts has a bearing on the organization's position and operation.

### **EMPLOYEE CONTACT**

Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

## **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 working environment, wherein there are disagreeable working conditions 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.

While performing the functions of this job, the employee is regularly exposed to work near moving mechanical parts, work in high, precarious places, fumes or airborne particles, toxic or caustic chemicals, outdoor weather conditions; frequently exposed to risk of electrical shock; and occasionally exposed to wet or humid conditions, vibration. The noise level in the work environment is usually loud.

## **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, moderately physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which requires somewhat diversified physical demands of the employee.

While performing the functions of this job, the employee is regularly required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, talk or hear, taste or smell. The employee must occasionally lift and/or move up to 100 pounds; regularly lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; and ability to adjust focus.

## **ADDITIONAL INFORMATION**

Trade school training and two years experience in maintenance and repair



# **Craighead County**

## **Assistant Director of OEM**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Deputy Director Emergency Management  
**Reports To:** Director Emergency Management  
**Location:** 511 Union Room 005  
**Date Prepared:** March 11, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Day to day operations of the office, emergency management response, flood plain management, 911 addressing and database management, address and road mapping. safety coordination for county, Fire services coordination.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Emergency Management Operations. This duty is performed daily, about 40% of the time.
2. Flood Plain Management. This duty is performed daily, about 20% of the time.
3. 911 addressing and database management. This duty is performed daily, about 15% of the time.
4. Mapping. This duty is performed daily, about 15% of the time.
5. Fire Services Coordination. This duty is performed daily, about 5% of the time.
6. Safety and HAZMAT Coordinator. This duty is performed daily, about 5% of the time.
7. 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 3 years related experience and/or training, and 2 years related management experience, or equivalent combination of education and experience.

### **COMMUNICATION SKILLS**

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

### **MATHEMATICAL SKILLS**

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

## **CRITICAL THINKING SKILLS**

Ability to 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**

Flood Plain administrator required

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

Certified Flood Plain Manager preferred

Arkansas Certified Emergency Management preferred

## **SOFTWARE SKILLS REQUIRED**

Intermediate: Presentation/PowerPoint, Spreadsheet, Word Processing/Typing

Basic: Alphanumeric Data Entry, Database

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

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

### **PLANNING**

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; 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**

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 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 working environment, wherein there are disagreeable working conditions 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.

While performing the functions of this job, the employee is frequently exposed to outdoor weather conditions; and .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 use hands to finger, handle, or feel, talk or hear; frequently required to sit, reach with hands and arms; and occasionally required to stand, walk, climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds; regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

**ADDITIONAL INFORMATION**

This position has all responsibilities of the director.

# **Craighead County**

## **Director of OEM**

### **Job Description**

**Job Code:** 1000  
**Exempt:** Yes  
**Department:** Director Emergency Management  
**Reports To:** County Judge  
**Location:** 511 Union Room 005  
**Date Prepared:** March 11, 2019  
**Date Revised:** March 24, 2020

**Safety Sensitive:** This position is designated as safety/security sensitive and is subject to pre-employment, reasonable suspicion and random drug and alcohol screening.

#### **GENERAL DESCRIPTION OF POSITION**

Responsible for the coordination of the development of community plans to respond to natural, technological, and man-made disasters and to provide assistance to emergency personnel in their response efforts.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Responsible for advising the County Judge in the event of declaration of local disasters and for the County Hazard Analysis and Mitigation.
2. Develop and direct mapping, database, and record management. This includes development of procedures and the preparation of reports and correspondence.
3. Responsible for Bono Lake Dam inspections and certifications.
4. Assist Floodplain Manager with Floodplain Management.
5. Responsible for providing addresses to County citizens and management of the database. Ensure that address is entered in the MSAG system and is not located in the floodplain.
6. Coordinates a safety committee for County departments to ensure adequate staff training is provided for use of equipment and Department of Labor safety practices are followed by County departments and volunteer fire departments.
7. Assists in the preparation of ordinance requests for submission to the Quorum Court involving volunteer fire services or emergency management.
8. Maintains and updates inventory listings of materials and equipment required for emergency response services.
9. Compiles, reviews, and updates all emergency assistance resources lists in the County including private and public resources.
10. Continue to strengthen knowledge in emergency services by periodic attendance of workshops, seminars, and professional development/technical training courses.

11. Serves as the contact person for the County Judge's Office with other County departments regarding revisions to Emergency Management policies and procedures to address specific emergency response situations.
12. Develops, maintains, and coordinates the Emergency Operating Plan which includes development of a Disaster Recovery Plan to include natural and man-made disaster relief and Civil Defense measures to ensure continuation of vital governmental functions, business operations and normal living conditions.
13. Plans, establishes, and coordinates a Local Emergency Planning Committee (LEPC) and maintains updated files and response information complying with SARA Title III requirements; conducts meetings as required.
14. Coordinates the utilization and activities of volunteer personnel (ham radio operators) designed to perform civil emergency communication duties.
15. Registers volunteers and ensures communications equipment is available for use for selected Radio Amateurs Civil Emergency Services (RACES) personnel to provide support with communications requirements during civil emergencies.
16. Coordinates work schedules and completion of Emergency Management projects with selected vendors; surveys, inspects and assesses completed building maintenance projects for quality of work and compliance with standards, conditions, and specifications.
17. Establish the planning process of developing advance arrangements and procedures which will enable an organization to respond to a disaster and resume critical business or service functions within a predetermined period of time, minimize the amount of loss, and repair, restore or replace the stricken facilities as soon as possible through the following:

Strategic Plan: A plan outlining decisions regarding resource allocation, priorities, and action steps necessary to reach the goals of the disaster recovery, emergency management or business continuity plan.

Emergency Operations Plan: A plan outlining the response an organization will have to a disaster or emergency. This may include procedures or criteria for opening an Emergency Operations Center, the deployment of assets to meet critical needs and the description and assurance of a coordinated response to emergency situations.

Mitigation Plan: The strategy and action steps to eliminate hazards or mitigate their effect if they cannot be eliminated.
18. Identify deficiencies in the electronic systems hardware and software including computers, radios, and other agency electronic systems, and administer service contracts to maintain such equipment. Prepare specifications for the purchase of electronic systems equipment.
19. Ensure Federal Communication Commission (FCC) licensing is up to date.
20. Establish County policies of Homeland Security that are appropriately aligned with National and State Homeland Security Policies.
21. Establish County policies for FEMA Incident Management System that is appropriately aligned with National and State Homeland Security Policies.

22. Periodically exercise the Emergency Response capabilities of the local government and private sector forces through reviews, testing, post incident reports, performance evaluations and exercises within jurisdiction's resources (must conduct at least one (1) drill per year and participate in two exercises for a minimum of 3 exercises each year).
23. Designs and implements emergency management training exercises, involving agencies such as area hospitals, the Red Cross, Airport, etc.
24. Provides information regarding Emergency Management programs and duties to civic and neighborhood groups, schools, and City, State and Federal agencies; provides information to the news media regarding specific emergency situations.
25. Conducts public awareness campaigns, distributes literature regarding tornadoes, floods, earthquakes, fire prevention and safety, and develops programs such as Radio Amateur Civil Emergency Services (RACES), Severe Weather Spotters (SKYWARN), etc.
26. Establishes Crisis Relocation Centers through the American Red Cross for the safe evacuation and sheltering of residents during a disaster or impending disaster.
27. Responds to hazardous material incidents or natural disasters to assist responders as needed; coordinates with other emergency management offices when necessary. Reports findings to ADEM.
28. Responds to after-hours and weekend emergency calls as required.
29. Oversees the operation of the Emergency Operations Center during an emergency situation to ensure effective coordination of response efforts.
30. Designs, develops, and maintains a mobile command center to be placed at the scene of an emergency situation according to the approved emergency response plan.
31. Coordinates, investigates, and reports the assessment of damages caused by disasters for possible public and private assistance.
32. Coordinates grants writing, review and approved grant proposals that are submitted to various agencies for funding of specific projects. Responsible for Grant Management requests and expenditures documentation.
33. Administers federal grants promoting improvements for emergency response capabilities; purchases equipment, vehicles, etc.
34. Prepares and monitors federal grants for various programs; ensures that grant funded activities and expenditures comply with applicable local, state, and federal regulations and County policies and procedures.
35. Prepares bid specifications for Emergency Management projects; reviews bids and recommends selection of vendors based on cost and compliance with specifications.
36. Solicits funding for equipment and training for emergency management issues through grants or other sources.

37. Submits financial requests for submission to the state emergency management agency to secure funding for supporting federal and state mandated emergency management projects.

38. Provides assistance with the preparation of the annual Emergency Management budget by compiling annual inventory and equipment costs and computing reimbursements from federal funds; participates in and helps with activities that comply with the state-local emergency management partnership agreement.

39. Plans, prepares, and justifies appropriate budget information for review and approval by County Judge and Quorum Court.

40. Serve as Fire Services Coordinator as prescribed under Act 1303 of 1993. Those duties would include the administration of Act 833 of 1991 funds that are distributed to nonmunicipal fire departments in Craighead County. Also, interact between the county fire association and the intergovernmental cooperation council to set funding percentages on a yearly basis. Assists volunteer fire departments in obtaining grant funds for firefighting equipment and presentation of training courses for volunteer firefighters.

41. Provide assistance to Arkansas State University for home football games at the stadium.

42. 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 5 years related experience and/or training, and 2 years related management experience, or equivalent combination of education and experience.

## **COMMUNICATION SKILLS**

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. Ability to read, analyze, and understand common scientific and technical journals, financial reports, and legal documents; Ability to respond to complex or difficult inquiries or complaints from customers, regulatory agencies, or members of the business community.

## **MATHEMATICAL SKILLS**

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane, algebra, solid geometry and trigonometry.

## **CRITICAL THINKING SKILLS**

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

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

Certificates and Requirements within one year:

NIMS:



IS-100 - Introduction to ICS  
IS-200 - Basic ICS  
IS-700 - National Incident Management System  
IS-800 - National Response Plan  
G-300 - Intermediate Incident Command  
G-400 - Advanced Incident Command

FEMA Professional Development Series:

IS-120.a - An Introduction to Exercises  
IS-230.a - Principles/Fundamentals of Emergency Management  
IS-235.a - Emergency Planning  
IS-240.a - Leadership and Influence  
IS-241.a - Decision Making and Problem Solving  
IS-242.a - Effective Communication  
IS-244.a - Developing Volunteer Resources

**PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

Arkansas Certified Emergency Management preferred  
Certified Flood Plain Manager preferred

**SOFTWARE SKILLS REQUIRED**

Intermediate: Presentation/PowerPoint, Spreadsheet, Word Processing/Typing  
Basic: Alphanumeric Data Entry, Database

**INITIATIVE AND INGENUITY**

**SUPERVISION RECEIVED**

Under administrative direction, setting up own standard of performance. Virtually self-supervising. Reports to senior management of the organization.

**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**

Intense mental demand. Operations requiring sustained directed thinking to analyze, solve, or plan highly variable, administrative, professional, or technical tasks involving complex problems or mechanisms.

**ANALYTICAL ABILITY / PROBLEM SOLVING**

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

**RESPONSIBILITY FOR WORK OF OTHERS**

Carries out supervisory responsibilities in accordance with the organization's policies and applicable

laws. Responsibilities may include but not limited to interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

Supervises a small group (1-3) of employees in the same or lower classification. Assigns and checks work; assists and instructs as required, but performs same work as those supervised, or closely related work, most of the time. Content of the work supervised is of a non-technical nature and does not vary in complexity to any great degree.

Supervises the following departments: Emergency Management

### **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**

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

#### **ANNUAL MONETARY IMPACT**

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

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

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

Major impact. Job has a considerable impact on the organization's end results. A high level of accountability to generate, manage, and/or control funds within 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 working environment, wherein there are disagreeable working conditions 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.

While performing the functions of this job, the employee is frequently exposed to outdoor weather conditions; and 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 use hands to finger, handle, or feel, talk or hear; frequently required to sit, reach with hands and arms; and occasionally required to stand, walk, climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds; regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

**ADDITIONAL INFORMATION**

Practical considerations of safety, efficiency and timely response within the Office of Emergency Management (OEM) Department dictates that the Director of OEM will continue to maintain a residence within Craighead County, Arkansas.

# **Craighead County**

## **P.A. Executive Assistant**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Prosecuting Attorney  
**Reports To:** Scott Ellington  
**Location:** 700 S. Main, Jonesboro, AR  
**Date Prepared:** March 19, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

To provide support and assist the District Attorney in day to day office administration.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Answer phone calls and take messages/direct callers to appropriate offices. This duty is performed daily, about 35% of the time.
2. Monitor and answer emails. This duty is performed daily, about 30% of the time.
3. General Secretarial Duties (e.g. letter writing, scanning, faxing, etc.). This duty is performed daily, about 30% of the time.
4. Maintain District Attorney's calendar and scheduling. This duty is performed daily, about 20% of the time.
5. Facilitate communication between the six counties' DPA offices and courts (both district and circuit). This duty is performed as needed, about 15% of the time.
6. Maintain Deputy Prosecutor Leave Records. This duty is performed monthly, about 10% of the time.
7. Prepare annual and bi-annual reports for various agencies (Legislative Audit, PCO, etc). This duty is performed as needed, about 20% of the time.
8. Act as coordinator between PCO and Deputy Prosecutors. This duty is performed as needed, about 10% of the time.
9. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 5 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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

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

Not indicated.

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

Bachelor's Degree

### **SOFTWARE SKILLS REQUIRED**

Advanced: Word Processing/Typing

Intermediate: Spreadsheet

Basic: Alphanumeric Data Entry, Presentation/PowerPoint

### **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 \$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.

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, plus frequent contact with senior level internal officials.

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

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

### **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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is continuously required to sit; regularly required to use hands to finger, handle, or feel, talk or hear; occasionally required to stand, walk, reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds; frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; and color vision.

#### **ADDITIONAL INFORMATION**

It is absolutely necessary to have a fairly in depth knowledge of the court system in order to be proficient in this position. A general knowledge of government (county and state) would help as well.

# **Craighead County**

## **P.A. Investigator**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Prosecuting Attorney  
**Reports To:** Chief Deputy Prosecutor  
**Location:** 511 Union, Suite 342, Jonesboro, AR  
**Date Prepared:** March 19, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

To assist the Deputy Prosecutors with any further investigative work necessary to close cases, as well as serving of documents.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Attends court proceedings. This duty is performed weekly, about 25% of the time.
2. Runs ACIC reports when needed. This duty is performed daily, about 25% of the time.
3. Locates victims and/or witnesses for court cases. This duty is performed monthly, about 10% of the time.
4. Interviews victims and/or witnesses in cases when required. This duty is performed monthly, about 15% of the time.
5. Provides transportation for victims and witnesses when needed. This duty is performed monthly, about 10% of the time.
6. Service of legal documents (process service). This duty is performed monthly, about 15% of the time.
7. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 3 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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

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

Maintain certification through the Arkansas Commission on Law Enforcement and Training Standards.

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

Not indicated.

### **SOFTWARE SKILLS REQUIRED**

Advanced: Contact Management

Intermediate: 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; 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**

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

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

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

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

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**

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

### **ANNUAL MONETARY IMPACT**

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

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, plus frequent contact with senior level internal officials.

## **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 use hands to finger, handle, or feel, talk or hear; frequently required to stand, walk, sit, reach with hands and arms, stoop, kneel, crouch, or crawl; an. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision; and color vision.

**ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **P.A. Receptionist**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Prosecuting Attorney  
**Reports To:** Chief Deputy Prosecutor  
**Location:** 511 Union, Suite 342, Jonesboro, AR  
**Date Prepared:** March 19, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

To greet the public who contact the Craighead County Prosecutor's office by phone as well as in the office itself. Also performs miscellaneous clerical and runner duties.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Answering phones and distributing calls including checking voice mails and distributing those. This duty is performed daily, about 50% of the time.
2. Scanning of all case files. This duty is performed daily, about 30% of the time.
3. Notarizing hot check affidavits that are hand delivered to office. This duty is performed as needed, about 2% of the time.
4. Check the mail, check the dropbox in the courthouse, distribute outgoing mail to postal service or dropboxes. This duty is performed daily, about 8% of the time.
5. Handles the petitions to seal for prosecutor's to review. This duty is performed as needed, about 8% of the time.
6. Distributes faxes. This duty is performed daily, about 2% of the time.
7. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, 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.

### **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 use common sense understanding in order to carry out detailed written or oral instructions.  
Ability to deal with problems involving a few known variables in situations of a routine nature.

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

Not indicated.

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

Not indicated.

### **SOFTWARE SKILLS REQUIRED**

Advanced: Contact Management, Word Processing/Typing

Intermediate: Spreadsheet

Basic: Presentation/PowerPoint

### **INITIATIVE AND INGENUITY**

#### **SUPERVISION RECEIVED**

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

#### **PLANNING**

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

#### **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**

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 repetitive. Activities with slight variation using a definite set of processes or directions with some degree of supervision. Choice of learned things in situations which conform to clearly established patterns and modes.

### **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 of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always

present due to requirements of the job.

## **ACCOUNTABILITY**

### **FREEDOM TO ACT**

Standardized. Accepted processes covered by well-defined standardized policies and procedures with supervisory review.

### **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**

Minimal impact. Job is focused on non-supervisory decision making activities and has minor impact on the organization's end results.

## **PUBLIC CONTACT**

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

## **EMPLOYEE CONTACT**

Contacts occasionally with others beyond immediate associates, but generally of a routine nature. May obtain, present or discuss data, but only as pertains to an immediate and specific assignment. No responsibility for obtaining cooperation or approval of action or decision.

## **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**

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 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.

Highly repetitive, low physical. Highly repetitive type of work which requires concentration in the performance of tasks for consistent time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is continuously required to sit; regularly required to stoop, kneel, crouch, or crawl, talk or hear; frequently required to walk, use hands to finger, handle, or feel, reach with hands and arms; and occasionally required to climb or balance. The

employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; color vision; and ability to adjust focus.

**ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **P.A. Secretary/Coordinator I**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Prosecuting Attorney  
**Reports To:** Chief Deputy Prosecutor  
**Location:** 511 Union, Suite 342, Jonesboro, AR  
**Date Prepared:** March 19, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

The Secretary coordinator acts as the case coordinator for all the deputy prosecutors.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Opens files which includes electronic filing of case (excluding hot check cases) as well as in case management. This duty is performed daily, about 20% of the time.
2. Attends court for Plea & Arraignment, Chambers, Revocation & Payment Reviews to assist prosecutors. This duty is performed weekly, about 50% of the time.
3. Prepares docket for each of the court appearances listed above. This duty is performed weekly, about 10% of the time.
4. Updates all court dates in case management. This duty is performed weekly, about 5% of the time.
5. Closes files - physically and in case management. This duty is performed as needed, about 5% of the time.
6. Prepares pleadings for prosecutors. This duty is performed as needed, about 5% of the time.
7. Works with defense counsel on scheduling and/or rescheduling of court appearances. This duty is performed as needed, about 5% of the time.
8. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, 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 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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

**REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

**PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

**SOFTWARE SKILLS REQUIRED**

Advanced: Word Processing/Typing

Intermediate: Alphanumeric Data Entry

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

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable 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**

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.

**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 of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

## **ACCOUNTABILITY**

### **FREEDOM TO ACT**

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

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

## **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**

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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for

varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is frequently required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, talk or hear; and occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; and color vision.

**ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **P.A. Secretary/Coordinator II**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Prosecuting Attorney  
**Reports To** Chief Deputy Prosecutor  
**Location:** 511 Union, Suite 342, Jonesboro, AR  
**Date Prepared:** March 19, 2019  
**Date Revised:** July 29, 2019

#### **GENERAL DESCRIPTION OF POSITION**

The secretary coordinator performs various clerical duties for the prosecutors as well as for the victim/witness coordinators.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Discovery requests, responses and supplements including redaction of personal info and delivery to opposing counsel.
2. Preparing correspondence for prosecutors.
3. Preparing pleadings for prosecutors.
4. E-filing for prosecutors and victim/witness coordinator.
5. Prepares and maintains docket for criminal appeals hearings (district court appeals). performed
6. FTAs; having bondsman served with summons and maintaining docket for those hearings.
7. Purging of files.
8. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area, e.g. data processing, clerical/administrative, equipment operation, etc, plus 3 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 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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

**REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

**PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

**SOFTWARE SKILLS REQUIRED**

Advanced: Word Processing/Typing

Intermediate: Spreadsheet

Basic: 10-Key

**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**

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

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

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

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

### **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**

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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is frequently required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, talk or hear; and occasionally required to climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, and color vision.

### **ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **P.A. Victim/Witness Coordinator**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Prosecuting Attorney  
**Reports To:** Chief Deputy Prosecutor  
**Location:** 511 Union, Suite 342, Jonesboro, AR  
**Date Prepared:** March 19, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

To offer support to victims of felony level crimes by offering information and referral services; assistance in court notification and accompaniment, finding transportation, and aid in requesting assistance from The State of Arkansas Crime Victims Reparations Board. Assist Prosecutor in preparing cases for hearing and trials.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Contact with victims by letter/phone from case opening to closing about various matters including case updates, court dates, etc. This duty is performed daily, about 12% of the time.
2. Victim assistance with employer, referrals for shelter, support during court appearances, counseling, claim forms for Crime Victims Reparations Board. This duty is performed daily, about 11% of the time.
3. Scheduling meeting between victims and prosecutors for case updates and/or prepare for trial/hearings. This duty is performed daily, about 11% of the time.
4. Issuing subpoenas to victim as well as witnesses to appear for trial/hearings. This duty is performed daily, about 11% of the time.
5. Inputting of victim and witness information into case management. This duty is performed daily, about 11% of the time.
6. Initial letter to victim advising of court dates, VINE system, and to verify if any restitution due them. This duty is performed daily, about 11% of the time.
7. Interact with law enforcement agencies, Arkansas State Crime Lab and other agencies necessary to prepare for trial. This duty is performed daily, about 11% of the time.
8. File management - maintaining physical file as well as updating as needed in case management. This duty is performed daily, about 11% of the time.
9. Involuntary commitments (mental illness and substance abuse). This duty is performed as needed, about 11% of the time.
10. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 5 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 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**

Not indicated.

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

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

Advanced: Contact Management, Word Processing/Typing

Intermediate: Accounting

Basic: Alphanumeric Data Entry, Spreadsheet

## **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 \$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.

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, 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**

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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is frequently required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms; and occasionally required to climb or balance, stoop, kneel, crouch, or crawl, talk or hear. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; and color vision.

**ADDITIONAL INFORMATION**

Not indicated.

## **Craighead County**

### **P.A. Victim/Witness Coordinator-Financial**

#### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Prosecuting Attorney  
**Reports To:** Chief Deputy Prosecutor  
**Location:** 511 Union, Suite 342, Jonesboro, AR  
**Date Prepared:** March 20, 2019  
**Date Revised:** July 29, 2019

#### **GENERAL DESCRIPTION OF POSITION**

To offer support to victims of felony level crimes by offering information and referral services; assistance in court notification and accompaniment, finding transportation, and aid in requesting assistance from The State of Arkansas Crime Victims Reparations Board. Assist Prosecutor in preparing cases for hearing and trials. This person is also the hot check coordinator, which takes 20% of total job duties.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Inputting of victim and witness information into case management. This duty is performed about 20% of the time.
2. File management - maintaining physical file as well as updating as needed in case management. This duty is performed about 20% of the time.
3. Contact with victims by letter/phone from case opening to closing about various matters including case updates, court dates, etc. This duty is performed about 20% of the time.
4. Initial letter to victim advising of court dates, VINE system, and to verify if any restitution due them. This duty is performed about 20% of the time.
5. Process and enter affidavits for warrant on hot checks. This duty is performed about 4% of the time.
6. Issue and mail letters to defendants. This duty is performed about 4% of the time.
7. Issue warrants on unpaid checks. This duty is performed about 4% of the time.
8. Accept/receipt/enter restitution payments. This duty is performed about 4% of the time.
9. Process and maintain reports for state auditor. This duty is performed about 4% of the time.
10. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 5 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**

Advanced: Alphanumeric Data Entry, Word Processing/Typing  
Intermediate: 10-Key, Accounting, Spreadsheet

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable 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**

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat 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, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for 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**

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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is frequently required to sit, use hands to finger, handle, or feel, reach with hands and arms; and occasionally required to stand, talk or hear. Specific vision abilities required by this job include close vision; and color vision.

**ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **Public Defender Secretary/Legal Support Specialist**

### **Job Description**

**Job Code:** 3026  
**Exempt:** No  
**Department:** Public Defender's Office  
**Reports To:** Pubic Defender  
**Location:** Public Defender Office  
**Date Prepared:** February 12, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

The Legal Support Specialist is responsible for providing legal administrative support to agency legal personnel. This position is governed by county, state, and federal laws and agency policy.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Reviews incoming legal cases and documents for completeness, accuracy, and compliance and prepares a variety of legal pleadings for review by the attorney.
2. Processes all documents for court and legal action. Issues and processes subpoenas for witnesses for court hearings or mediation and processes statements.
3. Issues and processes subpoenas for witnesses for court hearings or mediation and processes statements.
4. Maintains a schedule to monitor service of process, return of service and other time sensitive documents.
5. Schedules hearings, sets case for court, enters case into docket book for court and assembles all necessary case materials for attorney.
6. Prepares Answers to Motions and orders correctly and timely and routes orders to judge or opposing counsel when approved by the attorney.`.
7. Creates, opens, and maintains confidential case files, updates narrative as case progresses and enters case information into appropriate database.
8. Prepares, faxes, copies, files, and mails case information and documents, as needed, in a timely manner, following established procedures and protocol.
9. Assists customers on case status, either in person or on telephone, and provides general information or routine responses.
10. Transcribes hearings.
11. Copies, files, and processes documents following standardized procedures.
12. Initiates telephone calls to the respondent, defendant, attorney's office, and others directly involved in the case.
13. Conducts research and investigations as assigned and reports findings to attorney/judge in written or verbal narrative.



14. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 4 years related experience and/or training, or equivalent combination of education and experience.

## **COMMUNICATION SKILLS**

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

Ability to write reports, business correspondence, and policy/procedure manuals; Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

## **MATHEMATICAL SKILLS**

Ability to 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**

Not indicated.

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

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

Intermediate: Contact Management, Database, Word Processing/Typing

Basic: Spreadsheet

## **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**

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

Generally controlled. General processes covered by established policies and standards with supervisory 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, plus frequent contact with senior level internal officials.

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

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

## **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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is regularly required to sit, use hands to finger, handle, or feel, talk or hear; occasionally required to stand, walk, reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision; and color vision.

## **ADDITIONAL INFORMATION**

### **KNOWLEDGE, ABILITIES, AND SKILLS**

Knowledge of applicable laws and regulations, the legal process and legal terminology. Knowledge of computers and software application programs, database management and basic accounting principles. Knowledge of office practices and legal research techniques. Ability to compose, proofread and edit correspondence, reports and other documents. Ability to coordinate, instruct and review the work of others as a lead worker. Ability to handle confidential information. Ability to establish and maintain cooperative working relationships with agency staff and other relevant legal and agency contacts. Ability to work independently in the absence of supervision.

### **MINIMUM QUALIFICATIONS**

The formal education equivalent of a high school diploma, plus two years of specialized training in the legal secretarial or clerical field; plus two years of legal secretarial experience or a related field. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management.

# **Craighead County**

## **Road Clerk**

### **Job Description**

**Job Code:** 2000  
**Exempt:** No  
**Department:** Road Clerk  
**Reports To:** Eugene Neff, Road Superintendent  
**Location:** 2800 Moore Road, Jonesboro AR. 72401  
**Date Prepared:** March 13, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Managing daily duties of the office.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Answering phone, direct calls & taking messages. This duty is performed daily.
2. Assigning Equipment keys, safety equipment, vest, gloves etc. This duty is performed daily.
3. Communicating with customers, employees & other individual to answer questions. This duty is performed daily.
4. Compiling work orders. This duty is performed daily.
5. Maintaining purchases orders & receipts for payment. This duty is performed daily.
6. Paying invoices by verifying transaction information for payment as needed. This duty is performed daily.
7. Typing, computer work, mail, daily reports & filing,. This duty is performed daily.
8. Keeping record of employee time, vac etc. This duty is performed daily.
9. Submitting time to payroll, passing pay stubs out to employees. This duty is performed weekly.
10. Filing out workers comp claims paper work. This duty is performed as needed.
11. Attending meetings in other locations. This duty is performed as needed.
12. Cleaning & maintaining our office. This duty is performed weekly.
13. Order & purchase supplies as needed for office & employees. This duty is performed weekly.
14. Maintaining employees files. This duty is performed as needed.
15. Call utilities companies as needed for locates, cut lines etc. This duty is performed as needed.
16. Maintaining paper work for all equipment. This duty is performed as needed.
17. Maintaining medical supply cabinet. This duty is performed as needed.
18. Coordinate times for open enrollment, Ins. companies , & medical clinics for flu shots. This duty is

performed annually.

19. Set up areas for presentation for employees. This duty is performed as needed.

20. File and maintaining road set up and petitions. This duty is performed monthly.

21. Maintaining incoming & out going mail. This duty is performed daily.

22. Compiling & preparing paper work for FEMA. This duty is performed as needed.

23. Fuel management order. This duty is performed as needed.

24. Monitoring security cameras & alarm systems. This duty is performed daily.

25. Maintaining records of material being hauled, placed & billing. This duty is performed daily.

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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, 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.

### **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 use common sense understanding in order to carry out detailed written or oral instructions. Ability to deal with problems involving a few known variables in situations of a routine nature.

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

Not indicated.

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

Not indicated.

### **SOFTWARE SKILLS REQUIRED**

Basic: 10-Key, Accounting, Alphanumeric Data Entry, Contact Management, Database, Human Resources Systems, Payroll Systems, Presentation/PowerPoint, Spreadsheet, Word Processing/Typing

### **INITIATIVE AND INGENUITY**

#### **SUPERVISION RECEIVED**

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

## **PLANNING**

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

## **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**

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.

## **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**

Standardized. Accepted processes covered by well-defined standardized policies and procedures with supervisory review.

### **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**

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

## **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 of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

### **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**

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.

While performing the functions of this job, the employee is occasionally exposed to fumes or airborne particles. 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is continuously required to use hands to finger, handle, or feel, reach with hands and arms, talk or hear, taste or smell; regularly required to sit; and occasionally required to stand, walk, climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; and color vision.

### **ADDITIONAL INFORMATION**

Doing daily duties without question. Always willing to help supervisors & any other employee that needs assistance, rather it be paper work to first aid.

# **Craighead County**

## **Road Coordinator**

### **Job Description**

**Job Code:** 2000  
**Exempt:** No  
**Department:** Road Coordinator  
**Reports To:** Road Superintendent  
**Location:** 2800 Moore Road Jonesboro, AR 72401  
**Date Prepared:** March 13, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Managing daily duties of the office.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Answering phones, directing calls and taking messages. This duty is performed daily.
2. Assigning equipment keys and safety equipment (vest, gloves and etc.). This duty is performed daily.
3. Communicating with employees, customers, sales reps. This duty is performed daily.
4. Compiling work orders. This duty is performed daily.
5. Maintaining purchase orders and receipts for payment. This duty is performed daily.
6. Paying invoices by verifying transactions for payment. This duty is performed as needed.
7. Data entry, filing and reports. This duty is performed daily.
8. Keeping employee time, vacation and etc. This duty is performed daily.
9. Submitting time to payroll and paystubs to employees. This duty is performed weekly.
10. Filling out Workers Compensation paper work. This duty is performed as needed.
11. Attending meetings in other location. This duty is performed as needed.
12. Cleaning and maintaining office. This duty is performed weekly.
13. Order and purchase supplies for office and employees's. This duty is performed as needed.
14. Maintaining employees files. This duty is performed as needed.
15. Call utilities companies for locates and cut lines. This duty is performed as needed.
16. Maintain paperwork for all equipment. This duty is performed as needed.
17. Maintain our medical supply cabinet. This duty is performed as needed.
18. Coordinate times for open enrollment for insurances and flu shots. This duty is performed annually.



19. Setup areas for presentations for employees. This duty is performed as needed.
20. File and maintain road set and petitions. This duty is performed as needed.
21. Maintain income and outgoing mail. This duty is performed daily.
22. Compiling and per paring paper for FEMA. This duty is performed as needed.
23. Fuel Management ordered. This duty is performed as needed.
24. Monitoring security camera's and alarm systems. This duty is performed daily.
25. Maintaining records of material being hauled, placed and billing. This duty is performed daily.
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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 3 years related experience and/or training, and 1 to 6 months related management experience, or equivalent combination of education and experience.

### **COMMUNICATION SKILLS**

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

Ability to 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: 10-Key, Accounting, Alphanumeric Data Entry, Contact Management, Database, Human Resources Systems, Payroll Systems, Presentation/PowerPoint, 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; 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**

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

## **RESPONSIBILITY FOR WORK OF OTHERS**

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

Supervises a small group (1-3) of employees in the same or lower classification. Assigns and checks work; assists and instructs as required, but performs same work as those supervised, or closely related work, most of the time. Content of the work supervised is of a non-technical nature and does not vary in complexity to any great degree.

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

## **ACCURACY**

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

## **ACCOUNTABILITY**

### **FREEDOM TO ACT**

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

### **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**

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.

While performing the functions of this job, the employee is occasionally exposed to fumes or airborne particles. 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is continuously required to use hands to finger, handle, or feel, reach with hands and arms, talk or hear, taste or smell; regularly required to sit; and occasionally required to stand, walk, climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; and color vision.

### **ADDITIONAL INFORMATION**

Do daily duties without question.

Always willing to help supervisors and any other employee that needs assistance, anything from to paperwork to first aid.

# **Craighead County**

## **Road Eastern District Foreman**

### **Job Description**

**Job Code:** 2000  
**Exempt:** Yes  
**Department:** Road District Foreman  
**Reports to:** Eugene Neff, Road Superintendent  
**Location:** 2800 Moore Road, Jonesboro AR. 72401  
**Date Prepared:** March 13, 2019  
**Date Revised:** March 24, 2020

#### **GENERAL DESCRIPTION OF POSITION**

Supervision, performs supervisory work of moderate difficulty in the repair of roads, performs related work as assigned, computer work orders to employees daily.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Coordinate task according to priorities and plans. This duty is performed daily.
2. Produce schedules and monitor attendance of crew. This duty is performed daily.
3. Allocate general and daily responsibilities. This duty is performed daily.
4. Supervise and train workers. This duty is performed as needed.
5. Monitor expenditure and ensure it remains within budget. This duty is performed as needed.
6. Resolve problems when they arise. This duty is performed as needed.
7. report on progress to upper management. This duty is performed daily.
8. Inspects road projects. This duty is performed daily.
9. Tracks road projects and fleet maintenance in the computer. This duty is performed daily.
10. responds to complaints from citizens and makes site visits to investigate and gathers information as needed. This duty is performed daily.
11. Maintains records and prepares reports. This duty is performed daily.
12. Reviews plans of construction projects for implementation planning and assignments. This duty is performed daily.
13. Attends and participates in pre-construction meetings providing perspectives of road conditions and locales. This duty is performed as needed.
14. Meets with staff, co-workers, and other governmental agencies to coordinate road work and ensure policies and procedures are observed with utilities. This duty is performed as needed.

15. Assigns projects for weekly maintenance, construction projects and any other road issues such as culvert work, tree removal, ditch clean out, asphalt work and any other issue that may arise in the county. This duty is performed daily.
16. Assigns equipment for construction and maintenance of roads, culverts and draining of ditching; maintainers inventory of all road construction. This duty is performed daily.
17. trains employees in safety, road maintenance and fleet operations, arranges for training. This duty is performed as needed.
18. oversees personnel in assigned grader routes of the county. This duty is performed daily.
19. Ensures compliance with safety requirements. This duty is performed daily.
20. Inspects roadways. This duty is performed daily.
21. Schedules and implements changes as directed. This duty is performed daily.
22. Supervises county maintenance, repair and construction work crews. This duty is performed daily.
23. Assist in maintaining MSDS sheets as required by law when needed. This duty is performed daily.
24. Identify methods of performing tasks that will lead to a reduction of workplace injuries. This duty is performed daily.
25. Assist in maintaining an inspection program for the cleaning of county shop and county vehicles. This duty is performed daily.
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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 5 years related experience and/or training, and 2 years related management experience, or equivalent combination of education and experience.

## **COMMUNICATION SKILLS**

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

## **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**

Requires CDL's within the year of employment

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

Not indicated.

### **SOFTWARE SKILLS REQUIRED**

Basic: 10-Key, Database, Spreadsheet

### **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**

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**

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

Supervises a moderate size group (8-15) of employees, but possibly smaller if difficult, semi-technical work, requiring considerable direction and assistance, is involved. Plans, directs and coordinates work, makes decisions, and performs personally the more difficult aspects of the same broad assignment.

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

## **ACCURACY**

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

## **ACCOUNTABILITY**

### **FREEDOM TO ACT**

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

## **WORKING CONDITIONS**

Outside working environment, wherein there are disagreeable working conditions 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.

While performing the functions of this job, the employee is regularly exposed to outdoor weather conditions, wet or humid conditions, extreme cold, extreme heat; occasionally exposed to fumes or airborne particles, toxic or caustic chemicals. 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, moderately physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which requires somewhat diversified physical demands of the employee.

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

### **ADDITIONAL INFORMATION**

Supervision of approximately 12 to 15 full time employees. Carries out supervisory responsibilities in accordance with the county's policies and applicable laws. Responsibilities include interviewing, help in the hiring and training employees; planning, assigning, and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

# **Craighead County**

## **GPS-GIS Tech/E911 Addressing Coordinator**

### **Job Description**

**Job Code:** 2000  
**Exempt:** No  
**Department:** Road  
**Reports To:** Road  
**Location:** Road Department Office  
**Date Prepared:** September 10, 2019  
**Date Revised:**

#### **GENERAL DESCRIPTION OF POSITION**

Manage County's GIS, GPS, Mobile 311, E911 Addressing database systems. Coordinate safety training for road employees and work with employees on safety techniques.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Mobile 311 management, GPS locate Tiles, Signs, Bridges and work with Spatial data.
2. Onsite technician in the field with administration and employees.
3. Coordinate safety training for road employees and work with employees on safety techniques and assist with implementation of Safety Manuel.
4. Calculate onsite addresses using the NENA standard, travel throughout the county daily to review current addresses and assist local municipalities on addressing structures.
5. Manage a database of all County Roads and manage an ACCESS database for all Rural Addresses and all municipality addresses.
6. Work with Flood Plain manager on identifying rural properties that lie within flood districts.
7. Work with public on the requirements E911 Addressing and enter addresses and roads into a National Database Intrado.
8. Print reports and do retro checks to insure the integrity of the database.
9. Manage a database containing Plats and Surveys for past and future projects in rural Craighead County.
10. Work as a liaison for technology with the courthouse I.T. staff and assist employees with technology.
11. Do monthly Fire Extinguisher Checks.
12. Keep training records on all employees along with sign in sheets.
13. Provide safety orientation training for new employees.
14. Photographs and distribution of Employee Ids.

15. Manage a database tracking equipment usage and FEMA Pricing and manage a database tracking Employee hours and GPS locations.
16. Print Maps as needed for administration.
17. Assist with Monthly Reports.
18. Work with Arkansas Department of Health on locating parcels for addressing.
19. 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**

Not indicated.

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

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

Advanced: Database, Other

Intermediate: Spreadsheet

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

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable 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; 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 \$5,000 to \$150,000.

## **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, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for 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**

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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is regularly required to sit, use hands to finger, handle, or feel; frequently required to talk or hear; and occasionally required to stand, walk, reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision; and color vision.

### **ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **Road Heavy Equipment Operator**

### **Job Description**

**Job Code:** 2000  
**Exempt:** No  
**Department:** Road Department  
**Reports To:** Road Foreman  
**Location:** Craighead County Hwy Dept 2800 Moore Rd  
**Date Prepared:** March 13, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Under the general supervision of the Road Foremans or the Road Superintendent, the incumbent primarily operates heavy equipment in the construction, improvement, and maintenance of county roads. The incumbent is responsible for the installation emergency signs, safety signs, and road department signs. In addition, the Heavy Equipment Operator will assist with laying and patching asphalt, stripping roads, operating small equipment, removing snow and ice, shoveling hot and cold mix, gravel and dirt, clearing right of way and digging ditches.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Operator of heavy equipment such as Graders , Backhoe , Excavators. This duty is performed daily.
2. Roller, Mowers, Broom. This duty is performed as needed.
3. Dump Trucks , Lowboys , Belly dumps. This duty is performed daily.
4. Laying Asphalt ,and Patching weather permitting. This duty is performed daily.
5. Stripping Roads. This duty is performed as needed.
6. Operator small equipment chain saw , removing wood from right of way. This duty is performed as needed.
7. Repair road signs. This duty is performed daily.
8. Remove snow and ice. This duty is performed as needed.
9. Shoveling hot mix ,cold mix, gravel and dirt weather permitting. This duty is performed daily.
10. Clearing right of way. This duty is performed as needed.
11. Digging ditches. This duty is performed daily.
12. 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**

Mental alertness and adaptability to office and field area work routines. Equivalent to four years high

school or GED, with particular emphasis during high school in office skills, shop skills, or others, plus 7 to 11 months related experience and/or training, or equivalent combination of education and experience.

### **COMMUNICATION SKILLS**

Ability to read and understand documents such as policy manuals, safety rules, operating and maintenance instructions, and procedure manuals; Ability to write routine reports and correspondence.

### **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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

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

Must have CDL Licenses

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

Not indicated.

### **SOFTWARE SKILLS REQUIRED**

Basic: Other

### **INITIATIVE AND INGENUITY**

#### **SUPERVISION RECEIVED**

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable 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**

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat 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 of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

## **ACCOUNTABILITY**

### **FREEDOM TO ACT**

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

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

## **PUBLIC CONTACT**

Frequent contacts with general public, patrons, or other outside representatives, wherein the manner of handling these contacts has a bearing on the organization's position and operation.

## **EMPLOYEE CONTACT**

Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

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

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

## **WORKING CONDITIONS**

Outside working environment, wherein there are disagreeable working conditions 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.

While performing the functions of this job, the employee is regularly exposed to outdoor weather conditions; occasionally exposed to work near moving mechanical parts, work in high, precarious places, fumes or airborne particles, toxic or caustic chemicals, wet or humid conditions, vibration. The noise level in the work environment is usually loud.

## **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, moderately physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which requires somewhat diversified physical demands of the employee.

While performing the functions of this job, the employee is regularly required to reach with hands and arms, talk or hear; and frequently required to use hands to finger, handle, or feel; occasionally required to stand, walk, sit, climb or balance, stoop, kneel, crouch, or crawl, taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision; distance vision; peripheral vision; and depth perception.

#### **ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **Road Mechanic**

### **Job Description**

**Job Code:** 2000  
**Exempt:** No  
**Department:** Road Shop  
**Reports To:** Shop Manager  
**Location:** Craighead County Hwy Dept 2800 Moore Rd  
**Date Prepared:** March 14, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Keeps shop equipment operating by following operating instructions; troubleshooting breakdowns; maintaining tools; performing preventive maintenance; for repairs

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Perform general mechanic work on heavy equipment to include engine and hydraulic repair. This duty is performed daily.
2. Perform general mechanic work on gasoline engines and rebuild drive train. This duty is performed daily.
3. Checks and replaces breaks if needed. This duty is performed weekly.
4. Perform some body work on equipment such as fixing dents, welding, and painting. This duty is performed as needed.
5. Works with Shop Manager on Mechanical problems. This duty is performed daily.
6. Make sure their work area is clean. This duty is performed daily.
7. Works well with other mechanic. This duty is performed daily.
8. Verifies vehicle serviceability by conducting test drives; adjusting controls and systems. This duty is performed daily.
9. Maintains vehicle records by recording service and repairs. This duty is performed daily.
10. Updates job knowledge by participating in educational opportunities; diagnosis using lap - top. This duty is performed as needed.
11. Maintains vehicle functional condition by listening to operator complaints; conducting inspections; repairing engine failures; repairing mechanical and electrical systems malfunctions; replacing parts and components. This duty is performed as needed.
12. Keeps equipment available for use by inspecting and testing vehicles. This duty is performed as needed.
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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 5 years related experience and/or training, or equivalent combination of education and experience.

### **COMMUNICATION SKILLS**

Ability to read and understand documents such as policy manuals, safety rules, operating and maintenance instructions, and procedure manuals; Ability to write routine reports and correspondence.

### **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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

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

Must have CDL licenses within a year

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

Not indicated.

### **SOFTWARE SKILLS REQUIRED**

Basic: 10-Key, Other

### **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**

Moderately structured. Fairly broad activities using moderately structured procedures with only

generally guided supervision. Interpolation of learned things in somewhat 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 \$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**

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

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

## **PUBLIC CONTACT**

Frequent contacts with general public, patrons, or other outside representatives, wherein the manner of handling these contacts has a bearing on the organization's position and operation.

## **EMPLOYEE CONTACT**

Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

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

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

## **WORKING CONDITIONS**

Outside working environment, wherein there are disagreeable working conditions 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.

While performing the functions of this job, the employee is frequently exposed to work near moving

mechanical parts, outdoor weather conditions; and occasionally exposed to work in high, precarious places, fumes or airborne particles, toxic or caustic chemicals, wet or humid conditions, risk of electrical shock, vibration. 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.

Highly repetitive, highly physical. Highly repetitive type work which requires the concentrated and non-diversified physical demands of the employee.

While performing the functions of this job, the employee is regularly required to use hands to finger, handle, or feel, reach with hands and arms; and frequently required to stand, walk, climb or balance, stoop, kneel, crouch, or crawl, talk or hear; occasionally required to sit, taste or smell. The employee must occasionally lift and/or move up to 100 pounds; frequently lift and/or move up to 25 pounds; regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; and ability to adjust focus.

### **ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **Road Shop Manager**

### **Job Description**

**Job Code:** 2000  
**Exempt:** No  
**Department:** Shop Manager  
**Reports To:** Road Superintendent  
**Location:** Craighead County Hwy Dept 2800 Moore Rd  
**Date Prepared:** March 14, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

In charge of shop, schedule, and assigned jobs for mechanics and service technicians.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Acknowledge machinery breakdowns. This duty is performed daily.
2. Maintain accurate log of problems. This duty is performed daily.
3. Supervise 3 to 5 employees. This duty is performed daily.
4. Communicate with Road Superintendent to establish priorities and schedule work repair. This duty is performed daily.
5. Makes quick decision on machinery breakdowns to avoid dangerous situations. This duty is performed as needed.
6. Locate parts and supplies for breakdowns and replenish inventory. This duty is performed daily.
7. Ensure that all purchase orders are accurately completed and parts are obtained at minimum cost. This duty is performed daily.
8. Ensure that an adequate inventory of tools and parts and supplies are on hand. This duty is performed weekly.
9. Ensure that accurate maintenance records are maintained. This duty is performed daily.
10. must be able to communicate with multiple vendors on a daily basic. This duty is performed daily.
11. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 5 years related experience and/or training, and 2 years related management experience, or equivalent combination of education and experience.

**COMMUNICATION SKILLS**

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

**MATHEMATICAL SKILLS**

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

**CRITICAL THINKING SKILLS**

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

**REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

**PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

**SOFTWARE SKILLS REQUIRED**

Basic: 10-Key, Spreadsheet, Word Processing/Typing

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

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

**PLANNING**

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

**DECISION MAKING**

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

**MENTAL DEMAND**

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

**ANALYTICAL ABILITY / PROBLEM SOLVING**

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

**RESPONSIBILITY FOR WORK OF OTHERS**

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

employees; addressing complaints and resolving problems.

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

Supervises the following departments: 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 complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, driver's license/cdl, etc.)

### **WORKING CONDITIONS**



Outside working environment, wherein there are disagreeable working conditions 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.

While performing the functions of this job, the employee is frequently exposed to outdoor weather conditions; and occasionally exposed to work near moving mechanical parts, work in high, precarious places, fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, vibration. 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, moderately physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which requires somewhat diversified physical demands of the employee.

While performing the functions of this job, the employee is frequently required to walk, use hands to finger, handle, or feel, reach with hands and arms; occasionally required to stand, sit, climb or balance, stoop, kneel, crouch, or crawl, talk or hear, taste or smell. The employee must occasionally lift and/or move up to 50 pounds; frequently lift and/or move up to 25 pounds; regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; and ability to adjust focus.

### **ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **Road Superintendent**

### **Job Description**

**Job Code:** 2000  
**Exempt:** Yes  
**Department:** Road Superintendent  
**Reports To:** County Judge  
**Location:** Craighead County Hwy Dept 2800 Moore Rd  
**Date Prepared:** March 14, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Organize daily functions for road department. The Road Superintendent is responsible for a safe and efficient road and bridge program for the benefit of the citizens of Craighead County. The incumbent is responsible for the road and bridge operation entailing an annual budget and over 50 pieces of equipment with a total value over \$5 million.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Works with Assistant District Foreman on a daily work schedule. This duty is performed daily.
2. Works with Shop Manger on schedule machinery breakdown. This duty is performed as needed.
3. Assist with scheduling state and federal aid jobs with County Judge. This duty is performed as needed.
4. works with all foremans to ensure that problems are taken care of such as roads and equipment. This duty is performed daily.
5. reports to the Judge of daily jobs that are going on in the county. This duty is performed daily.
6. Prepare plans for future projects. This duty is performed daily.
7. Ensure that all road dept activities are scheduled and proper equipment is delivered to work site. This duty is performed daily.
8. Communicate with public concerning road concern. This duty is performed daily.
9. Ensure that all supplies, parts, and equipment for road dept is proper quality at minimum cost. This duty is performed as needed.
10. Helps with preparation of annual budget. This duty is performed annually.
11. Works with others agencies in professional manner to ensure maximum cooperation. This duty is performed daily.
12. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 7 years related experience and/or training, and 5 years related management experience, or equivalent combination of education and experience.

## **COMMUNICATION SKILLS**

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

## **MATHEMATICAL SKILLS**

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

## **CRITICAL THINKING SKILLS**

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

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

Not indicated.

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

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

Basic: 10-Key, Spreadsheet, Word Processing/Typing

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

Under administrative direction, setting up own standard of performance. Virtually self-supervising. Reports to senior management of the organization.

### **PLANNING**

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work, in addition, the organization and delegation of work operations for a group of employees engaged in widely diversified activities.

### **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 large organizational component and the organization's clientele.

## **MENTAL DEMAND**

Highly intense mental demand. Continual involvement with strategic and operational management functions which relate to both the short-term and long-term time periods.

## **ANALYTICAL ABILITY / PROBLEM SOLVING**

Oversight. Activities covered by expansive policies and objectives, and oversight as to execution and review. High order of analytical, interpretative, and constructive thinking in varied situations covering multiple areas of the organization.

## **RESPONSIBILITY FOR WORK OF OTHERS**

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

Supervises an extra large group (25+) of employees who are engaged in diversified activities in one or more departments.

Supervises the following departments: Not indicated.

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

Regularly responsible for funds, building premises, inventory, or other property owned, controlled, or leased by the organization and, in addition, may have temporary custody and responsibility of patron property, which through carelessness, error, loss, theft, misappropriation, or similar action would result in very important monetary losses to the organization. The total value for the above would range from \$1,000,000 to \$10,000,000.

## **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**

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

### **ANNUAL MONETARY IMPACT**

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

Medium. Job creates a monetary impact for the organization from \$1mm to \$10mm.

### **IMPACT ON END RESULTS**

Major impact. Job has a considerable impact on the organization's end results. A high level of accountability to generate, manage, and/or control funds within 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**

Occasional use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, etc.)

## **WORKING CONDITIONS**

Outside working environment, wherein there are disagreeable working conditions 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.

While performing the functions of this job, the employee is occasionally exposed to work near moving mechanical parts, work in high, precarious places, fumes or airborne particles, toxic or caustic chemicals, outdoor weather conditions. 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 frequently required to walk, reach with hands and arms, talk or hear; and occasionally required to stand, sit, use hands to finger, handle, or feel, 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 close vision; distance vision; depth perception; and ability to adjust focus.

## **ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **Road Western District Foreman**

### **Job Description**

**Job Code:** 2000  
**Exempt:** Yes  
**Department:** Road District Foreman  
**Reports to:** Eugene Neff, Road Superintendent  
**Location:** 2800 Moore Road, Jonesboro AR. 72401  
**Date Prepared:** March 13, 2019  
**Date Revised:** March 24, 2020

#### **GENERAL DESCRIPTION OF POSITION**

Supervision, performs supervisory work of moderate difficulty in the repair of roads, performs related work as assigned, computer work orders to employees daily.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Coordinate task according to priorities and plans. This duty is performed daily.
2. Produce schedules and monitor attendance of crew. This duty is performed daily.
3. Allocate general and daily responsibilities. This duty is performed daily.
4. Supervise and train workers. This duty is performed as needed.
5. Monitor expenditure and ensure it remains within budget. This duty is performed as needed.
6. Resolve problems when they arise. This duty is performed as needed.
7. report on progress to upper management. This duty is performed daily.
8. Inspects road projects. This duty is performed daily.
9. Tracks road projects and fleet maintenance in the computer. This duty is performed daily.
10. Responds to complaints from citizens and makes site visits to investigate and gathers information as needed. This duty is performed daily.
11. Maintains records and prepares reports. This duty is performed daily.
12. Reviews plans of construction projects for implementation planning and assignments. This duty is performed daily.
13. Attends and participates in pre-construction meetings providing perspectives of road conditions and locales. This duty is performed as needed.
14. Meets with staff, co-workers, and other governmental agencies to coordinate road work and ensure policies and procedures are observed with utilities. This duty is performed as needed.

15. Assigns projects for weekly maintenance, construction projects and any other road issues such as culvert work, tree removal, ditch clean out, asphalt work and any other issue that may arise in the county. This duty is performed daily.
16. Assigns equipment for construction and maintenance of roads, culverts and draining of ditching; maintains inventory of all road construction. This duty is performed daily.
17. Trains employees in safety, road maintenance and fleet operations, arranges for training. This duty is performed as needed.
18. Oversees personnel in assigned grader routes of the county. This duty is performed daily.
19. Ensures compliance with safety requirements. This duty is performed daily.
20. Inspects roadways. This duty is performed daily.
21. Schedules and implements changes as directed. This duty is performed daily.
22. Supervises county maintenance, repair and construction work crews. This duty is performed daily.
23. Assist in maintaining MSDS sheets as required by law when needed. This duty is performed daily.
24. Identify methods of performing tasks that will lead to a reduction of workplace injuries. This duty is performed daily.
25. Assist in maintaining an inspection program for the cleaning of county shop and county vehicles. This duty is performed daily.
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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 5 years related experience and/or training, and 2 years related management experience, or equivalent combination of education and experience.

## **COMMUNICATION SKILLS**

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

## **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**

Requires CDL's within the year of employment

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

Not indicated.

### **SOFTWARE SKILLS REQUIRED**

Basic: 10-Key, Database, Spreadsheet

### **INITIATIVE AND INGENUITY**

#### **SUPERVISION RECEIVED**

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

#### **PLANNING**

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

#### **DECISION MAKING**

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

### **MENTAL DEMAND**

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

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

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**

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

Supervises an extra large group (25+) of employees who are engaged in similar activities in one or more departments.

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

## **ACCURACY**

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

## **ACCOUNTABILITY**

### **FREEDOM TO ACT**

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

## **WORKING CONDITIONS**

Outside working environment, wherein there are disagreeable working conditions 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.

While performing the functions of this job, the employee is regularly exposed to outdoor weather conditions, wet or humid conditions, extreme cold, extreme heat; occasionally exposed to fumes or airborne particles, toxic or caustic chemicals. 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, moderately physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which requires somewhat diversified physical demands of the employee.

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

### **ADDITIONAL INFORMATION**

Supervision of approximately 40 full time employees. Carries out supervisory responsibilities in accordance with the county's policies and applicable laws. Responsibilities include interviewing, help in the hiring and training employees; planning, assigning, and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

# **Craighead County**

## **Sheriff Asst. Chief Deputy**

### **Job Description**

**Job Code:** 1000  
**Exempt:** Yes  
**Department:** Assistant Chief  
**Reports To:** Chief Deputy  
**Location:** Sheriff's Office  
**Date Prepared:** February 13, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

The Assistant Chief Deputy is responsible for overseeing the day to day operations of the Craighead County Sheriff's Office as directed by the Chief Deputy and Sheriff.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. The Assistant Chief Deputy is responsible for overseeing the day to day operations of the Craighead County Sheriff's Office as directed by the Chief Deputy. This duty is performed daily, about 100% of the time.
2. The Assistant Chief Deputy is responsible for assisting with employee and public complaints or grievances. This duty is performed annually, about 20% of the time.
3. Assist the Chief Deputy in any budgetary needs for each fiscal year. This duty is performed annually, about 5% of the time.
4. Assist the Chief Deputy in the determination of promotional appointments. This duty is performed annually, about 10% of the time.
5. Assist in the initial employment of potential Deputies and their Interview process. This duty is performed as needed, about 5% of the time.
6. The Assistant Chief Deputy will review daily patrol reports and ensure their proper documentation and procedure is followed. This duty is performed annually, about 15% of the time.
7. The Assistant Chief Deputy is on 24 hour call in the event of a major incident or employee related issue; and is to oversee or assign responsibility for major incidents at the direction of the Chief Deputy. This duty is performed as needed, about 20% of the time.
8. The Assistant Chief Deputy will oversee that training and technology be presented and continually updated for all deputies. This duty is performed annually, about 5% of the time.
9. The Assistant Chief Deputy will oversee and approve purchases and equipment needs for the patrol division and ensure that their equipment needs are satisfied. This duty is performed as needed, about 10% of the time.
10. The Assistant Chief Deputy will ensure that all assets and purchase orders assigned are properly documented and turned in to the Chief Deputy. This duty is performed as needed, about 10% of the time.
11. The Assistant Chief Deputy will make sure all employee records and files are kept and maintained properly. This duty is performed annually, about 20% of the time.

12. The Assistant Chief Deputy will oversee that all policy and procedures of the department are followed; and properly report to the Chief Deputy any issues or corrections/changes to that policy are needed. This duty is performed as needed, about 10% of the time.

13. The Assistant Chief Deputy is responsible for overseeing the SRO program and that all time and attendance is documented. This duty is performed as needed, about 10% of the time.

14. The Assistant Chief Deputy is responsible for the review of submitted time sheets from the patrol division. This duty is performed as needed, about 10% of the time.

15. The Assistant Chief Deputy will oversee all specialized divisions, including tactical team members and training. This duty is performed annually, about 5% of the time.

16. The Assistant Chief Deputy will be the liaison for all accident reports and e-citations. This duty is performed as needed, about 5% of the time.

17. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 8 years related experience and/or training, and 5 years related management experience, or equivalent combination of education and experience.

## **COMMUNICATION SKILLS**

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

Ability to write reports, business correspondence, and policy/procedure manuals; Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

## **MATHEMATICAL SKILLS**

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

## **CRITICAL THINKING SKILLS**

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

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

Certified Law Enforcement Officer, advanced supervision experience required.

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

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

Advanced: Database, Other, Presentation/PowerPoint, Spreadsheet, Word Processing/Typing  
Intermediate: Payroll Systems

Basic: Accounting, Alphanumeric Data Entry

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

Under administrative direction, setting up own standard of performance. Virtually self-supervising. Reports to senior management of the organization.

### **PLANNING**

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work, in addition, the organization and delegation of work operations for a group of employees engaged in widely diversified activities.

### **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 large organizational component and the organization's clientele.

## **MENTAL DEMAND**

Intense mental demand. Operations requiring sustained directed thinking to analyze, solve, or plan highly variable, administrative, professional, or technical tasks involving complex problems or mechanisms.

## **ANALYTICAL ABILITY / PROBLEM SOLVING**

Oversight. Activities covered by expansive policies and objectives, and oversight as to execution and review. High order of analytical, interpretative, and constructive thinking in varied situations covering multiple areas of the organization.

## **RESPONSIBILITY FOR WORK OF OTHERS**

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

Supervises and manages multiple departments through 3 to 5 supervisors who supervise 50+ employees who are engaged in diversified activities.

Supervises the following departments: Not indicated.

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

Regularly responsible for funds, building premises, inventory, or other property owned, controlled, or leased by the organization and, in addition, may have temporary custody and responsibility of patron property, which through carelessness, error, loss, theft, misappropriation, or similar action would result in very important monetary losses to the organization. The total value for the above would range from \$1,000,000 to \$10,000,000.

## **ACCURACY**

Probable errors would normally not be detected in succeeding operations and may have serious effects in relationships with patrons and/or with the operations of other segments of the organization. Frequent possibilities of error would exist at all times, since the above mentioned areas are inherent in the job.

## **ACCOUNTABILITY**

### **FREEDOM TO ACT**

Moderately directed. Freedom to act is given by upper level management guided by general

policies and objectives that are reviewed by top management.

### **ANNUAL MONETARY IMPACT**

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

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

### **IMPACT ON END RESULTS**

Major impact. Job has a considerable impact on the organization's end results. A high level of accountability to generate, manage, and/or control funds within 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**

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.

While performing the functions of this job, the employee is regularly exposed to outdoor weather conditions; occasionally exposed to work in high, precarious places, fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, work with explosives, risk of radiation. 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 frequently required to walk, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl,

talk or hear; and occasionally required to stand. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

**ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **Sheriff Chief Court Security Officer**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Chief Bailiff/Court Security Officer  
**Reports To:** Assistant Chief Deputy  
**Location:** Multiple Court Facilities  
**Date Prepared:** March 13, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Responsible for the safety and security of all courts, to ensure that all courts are properly staffed and manage the timely transport of inmates. Responsible for the timely and safe opening and closing of all courts in Craighead County.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. To properly staff all court sessions. This duty is performed daily, about 60% of the time.
2. To provide security for judges, attorneys and all persons attending court proceedings. This duty is performed daily, about 40% of the time.
3. Transporting inmates to and from court proceedings. This duty is performed annually, about 10% of the time.
4. Ensure the proper care, custody and control of inmates in a court setting. This duty is performed annually, about 10% of the time.
5. To be a liaison between court officers and notify supervisor of security issues. This duty is performed annually, about 5% of the time.
6. To serve civil process or warrants. This duty is performed annually, about 5% of the time.
7. Maintain the equipment assigned to the court officers and notify supervisor of equipment needs, ensuring all are in working order. This duty is performed annually, about 5% of the time.
8. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 3 years related experience and/or training, and 1 to 6 months related management experience, or equivalent combination of education and experience.

### **COMMUNICATION SKILLS**

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.



**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**

Court Security Officer Certificate, continuous annual 40 hour education/Training

**PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

Certified Law Enforcement Officer

**SOFTWARE SKILLS REQUIRED**

Basic: 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; 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**

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

**RESPONSIBILITY FOR WORK OF OTHERS**

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

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

Supervises the following departments: 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 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.

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 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.) all the time per job duties and responsibilities.

### **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.

While performing the functions of this job, the employee is regularly exposed to outdoor weather conditions; occasionally exposed to risk of radiation. The noise level in the work environment is usually quiet.

### **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, moderately physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which requires somewhat diversified physical demands of the employee.

While performing the functions of this job, the employee is continuously required to talk or hear; regularly required to stand, walk, stoop, kneel, crouch, or crawl; frequently required to sit, use hands to finger, handle, or feel, reach with hands and arms; and occasionally required to climb or balance. The employee must frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; peripheral vision; depth perception; and ability to adjust focus.

### **ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **Sheriff Chief Deputy**

### **Job Description**

**Job Code:** 1000  
**Exempt:** Yes  
**Department:** Chief Deputy  
**Reports To:** Sheriff Boyd  
**Location:** Sheriff's Office  
**Date Prepared:** February 13, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Oversee the day to day operations of the Sheriff's Office as directed by the Sheriff.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. The Chief Deputy is responsible for overseeing the day to day operations of the Craighead County Sheriffs Office as directed by the Sheriff. This duty is performed daily, about 100% of the time.
2. The Chief Deputy is responsible for employee, public and inmate complaints or grievances. This duty is performed annually, about 10% of the time.
3. Assist the Sheriff in producing a working budget for each fiscal year. This duty is performed annually, about 5% of the time.
4. Assist the Sheriff in the determination of promotional appointments. This duty is performed as needed, about 10% of the time.
5. Assist in the initial employment of potential Deputies and their interview process. This duty is performed as needed, about 5% of the time.
6. The Chief Deputy as assigned by the Sheriff shall be the first contact with any public requests or questions by a citizen. This duty is performed annually, about 20% of the time.
7. The Chief Deputy will review daily patrol reports and CID investigations. This duty is performed annually, about 10% of the time.
8. The Chief Deputy is the liaison between other agencies and centrally shares pertinent information with outside agencies. This duty is performed annually, about 5% of the time.
9. The Chief Deputy is on 24 hour call in the event of a major incident or employee related issue; and is to oversee or assign responsibility for major incidents. This duty is performed annually, about 5% of the time.
10. The Chief Deputy will ensure to oversee that training and technology be presented and continually updated for all deputies. This duty is performed annually, about 5% of the time.
11. The Chief Deputy will oversee and approve all purchases and their subsequently submitted affidavits. This duty is performed annually, about 25% of the time.
12. The Chief Deputy will be the liaison for the Legislative Audit, and will oversee all assets and inventory for its proper documentation. This duty is performed annually, about 5% of the time.

13. The Chief Deputy will be responsible for managing the fuel use and consumption In accordance with the budget. This duty is performed annually, about 5% of the time.

14. The Chief Deputy is responsible for the financial aspect of daily deposits and the proper tracking and documentation thereof. This duty is performed annually, about 20% of the time.

15. The Chief Deputy will per state law, keep a record of towing and bond companies. This duty is performed annually, about 5% of the time.

16. The Chief Deputy will oversee and confirm that all policies and procedures of the department are followed. This duty is performed annually, about 5% of the time.

17. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 9 to 10 years related experience and/or training, and 5 years related management experience, or equivalent combination of education and experience.

## **COMMUNICATION SKILLS**

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. Ability to write speeches and articles for publication that conform to prescribed style and format; Ability to effectively present information to top management, public groups, and/or boards of directors.

## **MATHEMATICAL SKILLS**

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

## **CRITICAL THINKING SKILLS**

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

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

Certified Law Enforcement Officer, with advanced supervision experience.

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

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

Advanced: Spreadsheet, Word Processing/Typing

Intermediate: Database, Payroll Systems

Basic: Accounting, Alphanumeric Data Entry

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

Under administrative direction, setting up own standard of performance. Virtually self-supervising.

Reports to senior management of the organization.

### **PLANNING**

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work, in addition, the organization and delegation of work operations for a division of employees engaged in widely diversified activities.

### **DECISION MAKING**

Performs work operations which permit frequent opportunity for decision-making of major importance which would have considerable effect on the final attainment of multiple major activities and the organization's projects of a large organization component and organization's clientele.

### **MENTAL DEMAND**

Highly intense mental demand. Continual involvement with strategic and operational management functions which relate to both the short-term and long-term time periods.

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

Oversight. Activities covered by expansive policies and objectives, and oversight as to execution and review. High order of analytical, interpretative, and constructive thinking in varied situations covering multiple areas of the organization.

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

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

Supervises and manages multiple departments through 5 to 8 supervisors who supervise 100+ employees who are engaged in diversified activities.

Supervises the following departments: Not indicated.

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

Regularly responsible for funds, building premises, inventory, or other property owned, controlled, or leased by the organization and, in addition, may have temporary custody and responsibility of patron property, which through carelessness, error, loss, theft, misappropriation, or similar action would result in very important monetary losses to the organization. The total value for the above would range from \$1,000,000 to \$10,000,000.

### **ACCURACY**

Probable errors would normally not be detected in succeeding operations and would definitely have serious effects in relationships with patrons and/or with the operations of other segments of the organization. Frequent possibilities of error would exist at all times, since the above mentioned areas are inherent in the job.

### **ACCOUNTABILITY**

#### **FREEDOM TO ACT**

Oversight. High level of freedom to complete the duties of the position and guided by broad policy with oversight by president, elected official, etc

#### **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**

Major impact. Job has a considerable impact on the organization's end results. A high level of accountability to generate, manage, and/or control funds within a department and/or total organization.

### **PUBLIC CONTACT**

Extensive contacts with various diversified sectors of the public environment; wherein, the contacts are of major importance and failure to exercise proper judgment can lead to substantial losses to the organization.

### **EMPLOYEE CONTACT**

Continuous contacts frequently involving difficult negotiations which require a well-developed sense of strategy and timing. Involves contacts with senior level internal officials.

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

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

### **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.

While performing the functions of this job, the employee is frequently exposed to outdoor weather conditions; and occasionally exposed to work in high, precarious places, fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, work with explosives. 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 talk or hear; occasionally required to stand, walk, sit, use hands to finger, handle, or feel, 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 close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

### **ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **Sheriff CID Captain**

### **Job Description**

**Job Code:** 1000  
**Exempt:** Yes  
**Department:** CID Captain  
**Reports To:** Chief Deputy  
**Location:** Sheriff's Office  
**Date Prepared:** February 13, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Responsible for supervision of Detectives assigned to the Criminal Investigations Division. To ensure CID investigators are trained, review their documentation and ensure that the progress of cases are timely and conclusive.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. A division Captain is to oversee a particular department to which he/she is assigned. This duty is performed daily, about 25% of the time.
2. The captain is assigned to oversee the day to day activities of his/her assigned department, ensuring that all policies and procedures are followed. This duty is performed daily, about 25% of the time.
3. The Captain is responsible for the review of all time sheets submitted by staff in their division. This duty is performed as needed, about 5% of the time.
4. Captain of the division is to report any employee related issue to the Chief Deputy as soon as possible. This duty is performed as needed, about 5% of the time.
5. The Captain is to report any citizen complaint immediately to the Chief Deputy or Assistant Chief Deputy. This duty is performed as needed, about 5% of the time.
6. The division Captain is to review all work and performance by staff to ensure that the most efficient method is being exercised. This duty is performed daily, about 25% of the time.
7. The division Captain must adhere to the job duties and qualifications as any staff member under his/her command.
8. The Captain of a division is responsible for a duty rotation to be logged and maintained for 24 hour circumstances (C0ID). The division Captain will oversee the call-out procedure for investigators and in the event, if needed, to be on 24 hour call him/herself. This duty is performed monthly, about 5% of the time.
9. The division Captain will assist and notify the Chief Deputy of any divisional issues and a course of corrective action. This duty is performed monthly, about 5% of the time.
10. The division Captain will take all directives from the Chief Deputy and also keep the Chief Deputy informed in the event a directive needs to be altered or request any changes. This duty is performed as needed, about 10% of the time.
11. The division Captain will request when needed, any equipment or purchase from the Chief Deputy



for his/her division. This duty is performed daily, about 5% of the time.

12. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 8 years related experience and/or training, and 5 years related management experience, or equivalent combination of education and experience.

## **COMMUNICATION SKILLS**

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

## **MATHEMATICAL SKILLS**

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

## **CRITICAL THINKING SKILLS**

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

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

Certified Law Enforcement Officer - Advanced supervision experience required

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

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

Intermediate: Alphanumeric Data Entry, Database, Other, Spreadsheet, Word Processing/Typing

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

Under administrative direction, setting up own standard of performance. Virtually self-supervising. Reports to senior management of the organization.

### **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**

Intense mental demand. Operations requiring sustained directed thinking to analyze, solve, or plan highly variable, administrative, professional, or technical tasks involving complex problems or mechanisms.

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

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

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

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

Supervises a moderate size group (8-15) of employees engaged in important, complex operations, consisting of employees in different classifications who perform a wide variety of duties.

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 \$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**

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

#### **ANNUAL MONETARY IMPACT**

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

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, plus frequent contact with senior level internal officials.

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

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

### **WORKING CONDITIONS**

Outside working environment, wherein there are disagreeable working conditions 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.

While performing the functions of this job, the employee is regularly exposed to outdoor weather conditions; occasionally exposed to work in high, precarious places, fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, work with explosives. 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, moderately physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which requires somewhat diversified physical demands of the employee.

While performing the functions of this job, the employee is frequently required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, talk or hear; occasionally required to taste or smell. The employee must occasionally lift and/or move more than 100 pounds; frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

### **ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **Sheriff CID Secretary**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Deputy Clerk CID  
**Reports To:** CID Captain  
**Location:** Sheriff's Office  
**Date Prepared:** February 13, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Record and maintain felony warrants, coordinate case files with investigators, arrange transports and maintain ACIC proficiency with deputies/investigators. CID Clerk is to enter and maintain stolen property/vehicles.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Answer CID phones and relay calls to detectives. This duty is performed daily, about 25% of the time.
2. Enter/delete all felony warrants; keep records of all felony warrants and all criminal investigation division records. This duty is performed daily, about 25% of the time.
3. Enter stolen property and warrants in ACIC. This duty is performed as needed, about 10% of the time.
4. Tracks who all is ACIC certified and at what level for the Sheriff's Department and Detention Center. This duty is performed annually, about 10% of the time.
5. Burns copies of interviews from the interrogation room for all agencies. This duty is performed as needed, about 20% of the time.
6. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 5 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**

High School Diploma or Equivalent

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

Not indicated.

### **SOFTWARE SKILLS REQUIRED**

Intermediate: Database, Other, Spreadsheet, Word Processing/Typing

Basic: 10-Key, Alphanumeric Data Entry

### **INITIATIVE AND INGENUITY**

#### **SUPERVISION RECEIVED**

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable 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**

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

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

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

## **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**

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.

While performing the functions of this job, the employee is occasionally exposed to work in high, precarious places. 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is regularly required to sit, use hands to finger, handle, or feel, reach with hands and arms, talk or hear; occasionally required to stand, walk, climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

**ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **Sheriff Computer Administrator**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Director of Information Systems  
**Reports To:** Assistant Chief Deputy  
**Location:** Detention Center  
**Date Prepared:** March 14, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Responsible for the secure and effective operation of all computer systems, related applications, hardware and software that is used within a wide range between multiple facilities.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Software Management. This duty is performed daily, about 20% of the time.
2. Hardware Management. This duty is performed daily, about 20% of the time.
3. Network Management. This duty is performed daily, about 20% of the time.
4. IT Budget recommendations. This duty is performed annually, about 5% of the time.
5. General maintenance and installations. This duty is performed as needed, about 10% of the time.
6. Emergency troubleshooting. This duty is performed as needed, about 10% of the time.
7. General troubleshooting. This duty is performed as needed, about 10% of the time.
8. Evidence Management and Preparations for court. This duty is performed annually, about 20% of the time.
9. Maintenance of fleet equipment (laptops, cameras etc.). This duty is performed annually, about 20% of the time.
10. Server management. This duty is performed annually, about 10% of the time.
11. Diagnosing/Troubleshooting multiple stations and patrol units. This duty is performed annually, about 10% of the time.
12. Managing and implementing network security. This duty is performed annually, about 10% of the time.
13. 24 hour call for service. This duty is performed annually, about 10% of the time.
14. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 5 years related experience and/or training, and 2 years related management experience, or equivalent combination of education and experience.

## **COMMUNICATION SKILLS**

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization. Ability to read, analyze, and understand common scientific and technical journals, financial reports, and legal documents; Ability to respond to complex or difficult inquiries or complaints from customers, regulatory agencies, or members of the business community.

## **MATHEMATICAL SKILLS**

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane, algebra, solid geometry and trigonometry.

## **CRITICAL THINKING SKILLS**

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

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

HS Diploma - Computer IS/IT experience

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

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

Advanced: 10-Key, Alphanumeric Data Entry, Database, Other, Presentation/PowerPoint, Programming Languages, 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; 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**

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.

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, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for 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**

Computer senior software programming, debug problem detection, database analyst ii, network development, and senior project manager.

**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.

While performing the functions of this job, the employee is frequently exposed to work in high, precarious places; and occasionally exposed to outdoor weather conditions, risk of electrical shock. 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 frequently required to sit, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, talk or hear, taste or smell; occasionally required to stand, walk, use hands to finger, handle, or feel. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

## **ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **Sheriff Court Security Officer**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Bailiff/Court Security Officer  
**Reports To:** Chief Bailiff/Court Security Officer  
**Location:** Multiple Court Facilities  
**Date Prepared:** March 13, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Security of court rooms, physical court, managing inmates to and from court, managing court appearance for incarcerated persons and general court Security of the inmates staff and public.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Transporting inmates to and from court appearances. This duty is performed daily, about 20% of the time.
2. Serving civil process issued in court. This duty is performed weekly, about 5% of the time.
3. Opening and closing district court sessions. This duty is performed weekly, about 25% of the time.
4. Opening and closing circuit court sessions. This duty is performed weekly, about 25% of the time.
5. Maintaining general security in and outside of court areas. This duty is performed weekly, about 30% of the time.
6. Maintains general security of staff, judges and the public on county property. This duty is performed daily, about 80% of the time.
7. Securing and monitoring inmates. This duty is performed weekly, about 40% of the time.
8. Screening and admitting the general public upon entering and leaving court sessions. This duty is performed weekly, about 20% of the time.
9. General security of jurors and the public during trial sessions. This duty is performed as needed, about 10% of the time.
10. Serving warrants. This duty is performed annually, about 10% of the time.
11. Incident reporting after court incidents. This duty is performed annually, about 5% of the time.
12. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area;

e.g. data processing, clerical/administrative, equipment operation, etc, plus 3 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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

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

Court Security Officer Certificate and 40 hours continuous education annual training

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

Certified law enforcement officer

### **SOFTWARE SKILLS REQUIRED**

Basic: 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; 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**

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

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

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

### **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 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.) all the time per job duties and responsibilities.

### **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.

While performing the functions of this job, the employee is occasionally exposed to outdoor weather conditions, risk of radiation. The noise level in the work environment is usually quiet.

## **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, moderately physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which requires somewhat diversified physical demands of the employee.

While performing the functions of this job, the employee is continuously required to stand, talk or hear; frequently required to walk; occasionally required to sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, taste or smell. The employee must regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; peripheral vision; depth perception; and ability to adjust focus.

## **ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **Sheriff Deputy Clerk**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Deputy Clerk  
**Reports To:** Assistant Chief/ Chief Deputy  
**Location:** Office  
**Date Prepared:** February 13, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Handles walk-in traffic, collects fines, fees and restitution , civil process, answer phones, files warrants, distributes accident and incident reports, scheduling appointments, scheduling transport with ADC and other Counties, logging and serving subpoenas.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Basic computer knowledge including word and excel. This duty is performed annually, about 85% of the time.
2. Basic typing skills. This duty is performed annually, about 90% of the time.
3. Take money, count change back, work register. This duty is performed daily, about 50% of the time.
4. Enter E-tickets, print accident reports. This duty is performed weekly, about 10% of the time.
5. Enter misdemeanor warrants, circuit statements, misdemeanor appeals, and receipt bond money into RPS software. This duty is performed daily, about 10% of the time.
6. ACIC certification in order to enter orders of protection; track and update order of protections as necessary. This duty is performed daily, about 10% of the time.
7. Answer FOI background requests. This duty is performed as needed, about 5% of the time.
8. Answer phone, Ability to work with public on daily basis, close attention to detail. This duty is performed annually, about 100% of the time.
9. Enter civil paperwork, subpoenas, and child support papers into RPS software. This duty is performed weekly, about 15% of the time.
10. Set up transports and collect proper paperwork for inmates going to and from ADC facilities. This duty is performed weekly, about 20% of the time.
11. Track mileage to and from facilities. This duty is performed weekly, about 20% of the time.
12. Collect all timesheets for Sheriff's Dept.; Enter timesheet information into payroll software Prepare all bills for Sheriff's Dept.; prepare all affidavits for accounts payable. This duty is performed monthly, about 10% of the time.
13. Enter orders of protection, writs of execution, and circuit statements into RPS software Prepare write off orders for deceased defendants. This duty is performed weekly, about 10% of the time.



14. Enter all circuit statements; set up circuit payment plans using RPS Software Prepare and send letters of non-payment to felony defendants on payment plans Attend court for nonpayment hearings. This duty is performed weekly, about 15% of the time.

15. Remove monthly fees for defendants who have brought proof of incarceration. This duty is performed monthly, about 10% of the time.

16. Work with prosecutor's office to find restitution victims on cases with no victim information Answer phone, Ability to work with public on daily basis, close attention to detail. This duty is performed as needed, about 5% of the time.

17. Review write off orders for deceased defendants. This duty is performed as needed.

18. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, 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.

## **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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

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

Notary required

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

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

Intermediate: Alphanumeric Data Entry, Database, Word Processing/Typing  
Basic: 10-Key, Accounting, Payroll Systems, Spreadsheet

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable 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**

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 repetitive. Activities with slight variation using a definite set of processes or directions with some degree of supervision. Choice of learned things in situations which conform to clearly established patterns and modes.

### **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 of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

### **ACCOUNTABILITY**

#### **FREEDOM TO ACT**

Standardized. Accepted processes covered by well-defined standardized policies and procedures with supervisory review.

#### **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**

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

### **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**

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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is continuously required to talk or hear; regularly required to sit; occasionally required to stand, walk, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; color vision; and ability to adjust focus.

### **ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **Sheriff Deputy First Class**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Deputy Sheriff  
**Reports To:** Assistant Chief Deputy  
**Location:** Sheriff's Office  
**Date Prepared:** February 13, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

A commissioned officer who perform law enforcement duties throughout the county jurisdiction. Which includes executing warrants, traffic stops, and arrests, deputy sheriffs also respond to emergencies and conduct preliminary criminal investigations, including traffic accidents and investigation.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Operate a patrol vehicle. This duty is performed daily, about 100% of the time.
2. Must be proficient with, carry and discharge a firearm in the performance of his/her official duty. This duty is performed daily, about 100% of the time.
3. Patrol assigned area and watch for suspicious activity. This duty is performed daily, about 60% of the time.
4. Arrest people for suspected crimes, including burglary, theft, drugs, larceny, homicide and sexual crimes. This duty is performed annually, about 25% of the time.
5. Solve emergency and routine incidents. This duty is performed daily, about 20% of the time.
6. Conduct preliminary and follow-up investigations. This duty is performed daily, about 10% of the time.
7. Gather and bag evidence at crime scenes. This duty is performed annually, about 10% of the time.
8. Patrol buildings and ensure they are secure. This duty is performed daily, about 20% of the time.
9. Apprehend suspects who flee or resist arrest. This duty is performed as needed, about 25% of the time.
10. Search vehicles for drugs or paraphernalia. This duty is performed as needed, about 15% of the time.
11. Perform sobriety tests on those suspected of driving under the influence. This duty is performed as needed, about 5% of the time.
12. Pull over speeding vehicles and issue citations. This duty is performed as needed, about 20% of the time.
13. Interview victims and complainants. This duty is performed as needed, about 35% of the time.

14. Prepare reports of arrests and file paperwork. This duty is performed as needed, about 40% of the time.
15. Serve warrants and subpoenas. This duty is performed as needed, about 25% of the time.
16. Search houses and other properties for evidence. This duty is performed as needed, about 15% of the time.
17. Assist local fire departments and emergency medical technicians. This duty is performed as needed, about 5% of the time.
18. Perform search and rescue operations. This duty is performed as needed, about 5% of the time.
19. Search for missing persons. This duty is performed as needed, about 10% of the time.
20. Contact and cooperated with other law enforcement agencies in matters relating to the investigation of crimes and the apprehension of offenders. This duty is performed as needed, about 20% of the time.
21. Conduct public Information sessions on far enforcement matters. This duty is performed as needed, about 2% of the time.
22. Provide security for county courts. This duty is performed as needed, about 5% of the time.
23. Issue citations and warnings. This duty is performed as needed, about 20% of the time.
24. Must pass a physical and psychological exam as well as a background Investigation. This duty is performed as needed.
25. •Be available to respond to emergencies at all times•Must complete 13 weeks of the Arkansas Law enforcement Training Academy•Must possess the ability to make accurate, quick decisions. This duty is performed as needed, about 5% of the time.
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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 3 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**

Certified law enforcement officer or be able to complete 13 week basic academy within 9 months of employment.

**PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

**SOFTWARE SKILLS REQUIRED**

Advanced: Database

Intermediate: Alphanumeric Data Entry, Word Processing/Typing

Basic: Spreadsheet

**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**

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 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.

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

### **IMPACT ON END RESULTS**

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

## **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**

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.) all the time per job duties and responsibilities.

## **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.

While performing the functions of this job, the employee is regularly exposed to outdoor weather conditions; occasionally exposed to work in high, precarious places, fumes or airborne particles, toxic or caustic chemicals, wet or humid conditions, risk of electrical shock, work with explosives, risk of radiation. The noise level in the work environment is usually loud.

## **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, moderately physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which requires somewhat diversified physical demands of the employee.

While performing the functions of this job, the employee is regularly required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, talk or hear, taste or smell. The employee must occasionally lift and/or move up to 50 pounds; regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

**ADDITIONAL INFORMATION**

Not indicated.



# **Craighead County**

## **Sheriff Deputy Sheriff**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Deputy Sheriff  
**Reports To:** Assistant Chief Deputy  
**Location:** Sheriff's Office  
**Date Prepared:** February 13, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

A commissioned officer who perform law enforcement duties throughout the county jurisdiction. Which includes executing warrants, traffic stops, and arrests, deputy sheriffs also respond to emergencies and conduct preliminary criminal investigations, including traffic accidents and investigation.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Operate a patrol vehicle. This duty is performed daily, about 100% of the time.
2. Must be proficient with, carry and discharge a firearm in the performance of his/her official duty. This duty is performed daily, about 100% of the time.
3. Patrol assigned area and watch for suspicious activity. This duty is performed daily, about 60% of the time.
4. Arrest people for suspected crimes, including burglary, theft, drugs, larceny, homicide and sexual crimes. This duty is performed annually, about 25% of the time.
5. Solve emergency and routine incidents. This duty is performed daily, about 20% of the time.
6. Conduct preliminary and follow-up investigations. This duty is performed daily, about 10% of the time.
7. Gather and bag evidence at crime scenes. This duty is performed annually, about 10% of the time.
8. Patrol buildings and ensure they are secure. This duty is performed daily, about 20% of the time.
9. Apprehend suspects who flee or resist arrest. This duty is performed as needed, about 25% of the time.
10. Search vehicles for drugs or paraphernalia. This duty is performed as needed, about 15% of the time.
11. Perform sobriety tests on those suspected of driving under the influence. This duty is performed as needed, about 5% of the time.
12. Pull over speeding vehicles and issue citations. This duty is performed as needed, about 20% of the time.
13. Interview victims and complainants. This duty is performed as needed, about 35% of the time.

14. Prepare reports of arrests and file paperwork. This duty is performed as needed, about 40% of the time.
15. Serve warrants and subpoenas. This duty is performed as needed, about 25% of the time.
16. Search houses and other properties for evidence. This duty is performed as needed, about 15% of the time.
17. Assist local fire departments and emergency medical technicians. This duty is performed as needed, about 5% of the time.
18. Perform search and rescue operations. This duty is performed as needed, about 5% of the time.
19. Search for missing persons. This duty is performed as needed, about 10% of the time.
20. Contact and cooperated with other law enforcement agencies in matters relating to the investigation of crimes and the apprehension of offenders. This duty is performed as needed, about 20% of the time.
21. Conduct public Information sessions on far enforcement matters. This duty is performed as needed, about 2% of the time.
22. Provide security for county courts. This duty is performed as needed, about 5% of the time.
23. Issue citations and warnings. This duty is performed as needed, about 20% of the time.
24. Must pass a physical and psychological exam as well as a background Investigation. This duty is performed as needed.
25. •Be available to respond to emergencies at all times•Must complete 13 weeks of the Arkansas Law enforcement Training Academy•Must possess the ability to make accurate, quick decisions. This duty is performed as needed, about 5% of the time.
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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 3 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**

Certified law enforcement officer or be able to complete 13 week basic academy within 9 months of employment.

**PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

**SOFTWARE SKILLS REQUIRED**

Advanced: Database

Intermediate: Alphanumeric Data Entry, Word Processing/Typing

Basic: Spreadsheet

**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**

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat 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 \$150,000 to \$1,000,000.

**ACCURACY**

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

situation arising as a result of the error or decision.

## **ACCOUNTABILITY**

### **FREEDOM TO ACT**

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**

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

## **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**

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.) all the time per job duties and responsibilities.

## **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.

While performing the functions of this job, the employee is regularly exposed to outdoor weather conditions; occasionally exposed to work in high, precarious places, fumes or airborne particles, toxic or caustic chemicals, wet or humid conditions, risk of electrical shock, work with explosives, risk of radiation. The noise level in the work environment is usually loud.

## **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, moderately physical. Work activities which allow for a moderate amount of

diversity in the performance of tasks which requires somewhat diversified physical demands of the employee.

While performing the functions of this job, the employee is regularly required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, talk or hear, taste or smell. The employee must occasionally lift and/or move up to 50 pounds; regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

**ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **Sheriff Eastern Division Deputy**

### **Job Description**

**Exempt:** No  
**Department:** Eastern District Deputy Sheriff  
**Reports To:** Assistant Chief Deputy / Chief Deputy  
**Location:** Eastern District Sheriff's Office  
**Date Prepared:** March 13, 2019  
**Date Revised:** July 29, 2019

#### **GENERAL DESCRIPTION OF POSITION**

A commissioned officer who perform law enforcement duties throughout the county jurisdiction. Which includes executing warrants, traffic stops, and arrests, deputy sheriffs also respond to emergencies and conduct criminal investigations, including traffic accidents and investigation.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Patrol assigned area. This duty is performed daily, about 100% of the time.
2. Arrest/Detention of suspects. This duty is performed annually, about 10% of the time.
3. Respond to emergency incidents. This duty is performed annually, about 20% of the time.
4. Conduct preliminary investigations. This duty is performed weekly, about 10% of the time.
5. Gather, secure and store evidence. This duty is performed as needed, about 10% of the time.
6. Patrol high crime areas. This duty is performed as needed, about 5% of the time.
7. Apprehend fleeing suspects. This duty is performed as needed, about 5% of the time.
8. Search vehicle for drug/drug paraphernalia. This duty is performed as needed, about 5% of the time.
9. Enforce DWI laws. This duty is performed as needed, about 5% of the time.
10. Issue citations traffic/criminal. This duty is performed as needed, about 10% of the time.
11. Preliminary interview of victims/complainants. This duty is performed as needed, about 10% of the time.
12. Prepare incident/arrest reports. This duty is performed annually, about 20% of the time.
13. Serve warrants. This duty is performed as needed, about 10% of the time.
14. Structure searches. This duty is performed annually, about 10% of the time.
15. Serve subpoenas. This duty is performed annually, about 15% of the time.
16. Search and rescue. This duty is performed as needed, about 5% of the time.
17. Missing persons search. This duty is performed as needed, about 10% of the time.

18. Provide security in county courts. This duty is performed as needed, about 5% of the time.
19. Conduct traffic investigations and reports. This duty is performed annually, about 10% of the time.
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**

Education is not indicated. General experience is not indicated, or equivalent combination of education and experience.

### **COMMUNICATION SKILLS**

Not indicated.

### **MATHEMATICAL SKILLS**

Not indicated.

### **CRITICAL THINKING SKILLS**

Not indicated.

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

Certified Law Enforcement Officer

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

Certified Law Enforcement Officer

### **SOFTWARE SKILLS REQUIRED**

Basic: Alphanumeric Data Entry, Database, Presentation/PowerPoint, Spreadsheet, Word Processing/Typing

### **INITIATIVE AND INGENUITY**

#### **SUPERVISION RECEIVED**

Not indicated.

#### **PLANNING**

Not indicated.

#### **DECISION MAKING**

Not indicated.

### **MENTAL DEMAND**

Not indicated.

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

Not indicated.

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

Responsibility for work of others: Not indicated.

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

Not indicated.

## **ACCURACY**

Not indicated.

## **ACCOUNTABILITY**

### **FREEDOM TO ACT**

Not indicated.

### **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.

Annual monetary impact: Not indicated.

### **IMPACT ON END RESULTS**

Not indicated.

## **PUBLIC CONTACT**

Not indicated.

## **EMPLOYEE CONTACT**

Not indicated.

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

Not indicated.

## **WORKING CONDITIONS**

Not indicated.

## **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.

While performing the functions of this job, the employee is continuously exposed to outdoor weather conditions; occasionally exposed to work in high, precarious places, fumes or airborne particles, risk of electrical shock, work with explosives, risk of radiation. The noise level in the work environment is usually loud.

## **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.

While performing the functions of this job, the employee is regularly required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, talk or hear, taste or smell. The employee must occasionally lift and/or move up to 25 pounds; regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.



**ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **Sheriff Environmental Officer**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Environmental Deputy Sheriff  
**Reports To:** Assistant Chief Deputy  
**Location:** Sheriff's Office  
**Date Prepared:** March 13, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

The position requires the investigation of illegal dump locations, improper waste disposal and any environmental related incident that occurs within the county. The Deputy Sheriff assigned to this position is responsible for the proper reporting, cleanup and arranging disposal of environmental threat instances that occur. The Deputy Sheriff assigned as environmental officer will identify and recommend preventative measures to stop any illegal environmental situation he/she observes.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. All duties assigned a Deputy Sheriff. This duty is performed annually, about 25% of the time.
2. Report and investigate any complaint of environmental infractions. This duty is performed annually, about 50% of the time.
3. Ensure proper documentation of environmental related incidents. This duty is performed annually, about 25% of the time.
4. Arrange for preventative care and cleanup of reported/documented incidents. This duty is performed annually, about 5% of the time.
5. Serve warrants. This duty is performed annually, about 5% of the time.
6. Serve civil process paperwork. This duty is performed annually, about 5% of the time.
7. Incident Reporting. This duty is performed annually, about 5% of the time.
8. 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 3 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**

Certified Law Enforcement Certificate/Certified Environmental Officer

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

Not indicated.

### **SOFTWARE SKILLS REQUIRED**

Basic: Alphanumeric Data Entry, 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; 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**

Generally controlled. General processes covered by established policies and standards with supervisory 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.) all the time per job duties and responsibilities.

## **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.

While performing the functions of this job, the employee is regularly exposed to outdoor weather conditions; occasionally exposed to fumes or airborne particles, toxic or caustic chemicals. 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, moderately physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which requires somewhat diversified physical demands of the employee.

While performing the functions of this job, the employee is regularly required to sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, talk or hear, taste or smell; frequently required to stand, walk. The employee must regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

**ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **Sheriff Lieutenant**

### **Job Description**

**Job Code:** 1000  
**Exempt:** Yes  
**Department:** Lieutenant Deputy Sheriff  
**Reports To:** Assistant Chief Deputy  
**Location:** Sheriff's Office  
**Date Prepared:** February 13, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

A Lieutenant is to oversee a particular department to which he/she is assigned and reports to the divisional Captain. The Lieutenant is assigned to oversee the day to day activities of his/her assigned department, ensuring that all policies and procedures are followed.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. A Lieutenant is to oversee a particular department to which he/she is assigned and reports to the divisional Captain. This duty is performed daily, about 50% of the time.
2. The Lieutenant is assigned to oversee the day to day activities of his/her assigned department, ensuring that all policies and procedures are followed. This duty is performed daily, about 40% of the time.
3. The Lieutenant is responsible for the review of all time sheets submitted by staff in their division. The Lieutenant is also responsible for approving all requests by a Deputy for time off (vacation/comp/personal). This duty is performed monthly, about 10% of the time.
4. The Lieutenant of the division is to report any employee related issue to the division Captain as soon as possible. This duty is performed as needed, about 10% of the time.
5. The Lieutenant is to report any citizen complaint immediately to the divisional Captain. This duty is performed as needed, about 10% of the time.
6. The Lieutenant is to review all work and performance by staff to ensure that the most efficient method is being exercised. This duty is performed as needed, about 10% of the time.
7. The Lieutenant must adhere to the job duties and qualifications as any staff member under his/her command. This duty is performed as needed, about 10% of the time.
8. The Lieutenant will assist and notify the Captain of any divisional issues and a course of corrective action. This duty is performed as needed, about 10% of the time.
9. The division Lieutenant will keep the Captain informed in the event a directive needs to be altered or request any changes. This duty is performed as needed, about 10% of the time.
10. The division Lieutenant will request when needed, any equipment or purchase from the Captain for his/her shift. This duty is performed as needed, about 10% of the time.
11. The Lieutenant of a shift is a direct line supervisor in the patrol division and will oversee patrols within the county and strictly enforce patrol areas. This duty is performed as needed, about 20% of the time.

12. The Lieutenant must make sure that all arrests/contacts are logged and submitted. This duty is performed daily, about 10% of the time.

13. The Lieutenant must oversee and ensure that body cameras are used when applicable and deputies adhere to policy/procedure and the proper download/documentation prior to the end of shift. This duty is performed daily, about 10% of the time.

14. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 7 years related experience and/or training, and 3 years related management experience, or equivalent combination of education and experience.

## **COMMUNICATION SKILLS**

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

Ability to write reports, business correspondence, and policy/procedure manuals; Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

## **MATHEMATICAL SKILLS**

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

## **CRITICAL THINKING SKILLS**

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

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

Not indicated.

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

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

Intermediate: Database, Other, Spreadsheet, Word Processing/Typing

Basic: Alphanumeric Data Entry

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

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

### **PLANNING**

Considerable responsibility with regard to general assignments in planning time, method, manner,

and/or sequence of performance of own work, in addition, the work operations of a group of employees, all performing basically the same type of work.

### **DECISION MAKING**

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

### **MENTAL DEMAND**

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

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

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

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

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

Supervises a moderate size group (8-15) of employees engaged in important, complex operations, consisting of employees in different classifications who perform a wide variety of duties.

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 \$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**

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

#### **ANNUAL MONETARY IMPACT**

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



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

### **IMPACT ON END RESULTS**

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

### **PUBLIC CONTACT**

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

### **EMPLOYEE CONTACT**

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

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

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

### **WORKING CONDITIONS**

Outside working environment, wherein there are disagreeable working conditions 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.

While performing the functions of this job, the employee is regularly exposed to outdoor weather conditions; occasionally exposed to work in high, precarious places, fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, work with explosives, risk of radiation. 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, moderately physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which requires somewhat diversified physical demands of the employee.

While performing the functions of this job, the employee is regularly required to talk or hear; and frequently required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl; occasionally required to taste or smell. 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; peripheral vision; depth perception; and ability to adjust focus.

### **ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **Sheriff School Resource Officer**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** School Resource Deputy  
**Reports To:** Assistant Chief Deputy  
**Location:** Multiple campus locations  
**Date Prepared:** March 13, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

To maintain the safety and security of all staff and students on the campus to which they are assigned. To maintain security, traffic control and report general incidents that occur on campus. An SRO's primary duty is the safety of all persons while on campus and at special functions.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Security/safety of all staff, students and visitors to campus. This duty is performed daily, about 100% of the time.
2. Maintain traffic control. This duty is performed annually, about 25% of the time.
3. Investigate incidents occurring on campus and report. This duty is performed annually, about 15% of the time.
4. Investigate traffic accidents and report. This duty is performed annually, about 10% of the time.
5. Issue citations. This duty is performed annually, about 5% of the time.
6. Serve warrants. This duty is performed annually, about 2% of the time.
7. Serve civil papers. This duty is performed annually, about 2% of the time.
8. Provide security at special functions. This duty is performed annually, about 20% of the time.
9. Order control and proper evacuation of all staff and students during an emergency (weather, fire alarm etc.). This duty is performed as needed, about 5% of the time.
10. Report and investigate abuse allegations. This duty is performed as needed, about 5% of the time.
11. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 3 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**

Certified Law Enforcement Officer, Certified SRO school (SRO BASIC 1) and 40 hours continuous education/training.

**PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

**SOFTWARE SKILLS REQUIRED**

Basic: 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; 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**

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

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

### **IMPACT ON END RESULTS**

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

## **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**

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

## **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.) all the time per job duties and responsibilities.

## **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.

While performing the functions of this job, the employee is regularly exposed to outdoor weather

conditions; .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, moderately physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which requires somewhat diversified physical demands of the employee.

While performing the functions of this job, the employee is regularly required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, talk or hear. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

### **ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **Sheriff Sergeant**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Sergeant Deputy Sheriff  
**Reports To:** Lieutenant Deputy Sheriff  
**Location:** Sheriff's Office  
**Date Prepared:** February 13, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

A Sergeant is to oversee a particular department to which he/she is assigned and reports to the divisional Lieutenant. The Sergeant is assigned to oversee the day to day activities of his/her assigned department, ensuring that all policies and procedures are followed.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. A Sergeant is to oversee a particular department to which he/she is assigned and reports to the divisional Lieutenant. This duty is performed daily, about 50% of the time.
2. The Sergeant is assigned to oversee the day to day activities of his/her assigned department, ensuring that all policies and procedures are followed. This duty is performed daily, about 40% of the time.
3. The Sergeant is responsible for the review of all time sheets submitted by staff in their division. The Sergeant is also responsible for submission all requests by a Deputy for time off (vacation/comp/personal). This duty is performed monthly, about 15% of the time.
4. The Sergeant of the division is to report any employee related issue to the division Lieutenant as soon as possible. This duty is performed as needed, about 5% of the time.
5. The Sergeant is to report any citizen complaint immediately to the divisional Lieutenant. This duty is performed as needed.
6. The Sergeant is to review all work and performance by staff to ensure that the most efficient method is being exercised. This duty is performed daily, about 10% of the time.
7. The Sergeant must adhere to the job duties and qualifications as any staff member under his/her command. This duty is performed as needed, about 5% of the time.
8. The Sergeant will assist and notify the Lieutenant of any divisional issues and a course of corrective action. This duty is performed as needed, about 5% of the time.
9. The division Sergeant will keep the Lieutenant informed i(l the event a directive needs to be altered or request any changes. This duty is performed as needed, about 5% of the time.
10. The division Sergeant will request when needed, any equipment or purchase from the Lieutenant for his/her shift. This duty is performed as needed, about 5% of the time.
11. The Sergeant of a shift is a direct line supervisor in the patrol division and will oversee patrols within the county and strictly enforce patrol areas,. This duty is performed annually, about 20% of the time.

12. The Sergeant must make sure that all arrests/contacts are logged and submitted. This duty is performed as needed, about 20% of the time.

13. The Sergeant must oversee and ensure that body cameras are used when applicable and deputies adhere to policy/procedure and the proper download/documentation prior to the end of shift. This duty is performed monthly, about 10% of the time.

14. The Sergeant is responsible for identifying areas that are in need of training or additional training and reporting that to the shift Lieutenant at the earliest possible date. This duty is performed annually, about 5% of the time.

15. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 3 years related experience and/or training, and 2 years related management experience, or equivalent combination of education and experience.

## **COMMUNICATION SKILLS**

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

## **MATHEMATICAL SKILLS**

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

## **CRITICAL THINKING SKILLS**

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

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

Certified law enforcement officer, with minimum 3 years experience at this agency.

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

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

Intermediate: Database, Other

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

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

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

## **PLANNING**

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

## **DECISION MAKING**

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

## **MENTAL DEMAND**

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

## **ANALYTICAL ABILITY / PROBLEM SOLVING**

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**

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

Supervises a moderate size group (8-15) of employees engaged in important, complex operations, consisting of employees in different classifications who perform a wide variety of duties.

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 \$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, plus frequent contact with senior level internal officials.

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

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

### **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.) all the time per job duties and responsibilities.

### **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.

While performing the functions of this job, the employee is regularly exposed to outdoor weather conditions; occasionally exposed to work in high, precarious places, fumes or airborne particles, toxic or caustic chemicals. 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, moderately physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which requires somewhat diversified physical demands of the employee.

While performing the functions of this job, the employee is regularly required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, talk or hear; and occasionally required to taste or smell. 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; peripheral vision; depth perception; and ability to adjust focus.

**ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **Sheriff Staff Accountant**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Sheriff Staff Accountant  
**Reports To:** Assistant Chief Deputy / Chief Deputy  
**Location:** Sheriff's Office  
**Date Prepared:** February 13, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

Able to perform banking duties, ensures all accounting is ready for audit, builds database to track budgeting information, accounting support for detention center, work with accounting software to ensure correct collections/disbursements. Serve as a backup for deputy clerks.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Computer knowledge including word, excel, and database building. This duty is performed daily, about 25% of the time.
2. Reconcile all six bank accounts for the Sheriffs Dept. This duty is performed daily, about 25% of the time.
3. Enter all deposit data into QuickBooks software. This duty is performed daily, about 25% of the time.
4. Disburse and mail all restitution and settlement monies to victims/agencies; prepare checks for all accounts. This duty is performed annually, about 10% of the time.
5. Disburse all bond money, writ of execution judgment money, child support purge money. This duty is performed annually, about 10% of the time.
6. Void transactions for front clerks. This duty is performed annually, about 10% of the time.
7. Send all outstanding checks to unclaimed property division of State of Arkansas. This duty is performed annually, about 5% of the time.
8. Verify and prepare excel spreadsheet of verification of bank pledges to ensure proper FDIC coverage for all accounts. This duty is performed daily, about 10% of the time.
9. Review timesheets after payroll entry complete by front clerk. This duty is performed annually, about 10% of the time.
10. Track all bailiff overtime. This duty is performed monthly, about 10% of the time.
11. Prepare all records for audit including daily reconciliation reports, deposit receipts, bank records, settlements, and court orders. This duty is performed daily, about 15% of the time.
12. Work with current software company when new State acts/laws are enacted to ensure proper collection order. This duty is performed as needed, about 5% of the time.
13. Build database to track budget spending yearly for Detention Center and Sheriffs Department. This duty is performed annually, about 5% of the time.

14. Help prepare budget proposal yearly for Sheriffs Department. This duty is performed as needed, about 2% of the time.
15. Oversee Eastern Dist. Clerk disbursements; ensure East Dist. records are ready for audit. This duty is performed daily, about 5% of the time.
16. Support for Detention Center accounting when needed. This duty is performed annually, about 10% of the time.
17. Prepare court orders for money collected from Sheriffs Department when necessary. This duty is performed as needed, about 5% of the time.
18. Write off outstanding accounts when defendant is deceased. This duty is performed as needed, about 10% of the time.
19. Deposit back up for Chief Deputy. This duty is performed daily, about 10% of the time.
20. Back up for Chief Deputy when bond money is removed from Kiosk with District Court Seal records. This duty is performed annually, about 10% of the time.
21. Back up for front office staff when short-handed-including all front staff duties. This duty is performed as needed, about 10% of the time.
22. Answer phones, ability to work with the public, strict attention to detail needed. This duty is performed as needed, about 10% of the time.
23. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 4 years related experience and/or training, and 12 to 18 months related management experience, or equivalent combination of education and experience.

## **COMMUNICATION SKILLS**

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization. Ability to 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**

Accounting experience

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

Bachelor of Science in Accounting

## **SOFTWARE SKILLS REQUIRED**

Advanced: Accounting, Spreadsheet, Word Processing/Typing

Intermediate: Alphanumeric Data Entry, Database, Payroll Systems

Basic: 10-Key, Contact Management

## **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**

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

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

supervisory 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 highly complex machines and equipment; specialized or advanced software programs.

### **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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is frequently required to sit, use hands to finger, handle, or feel, reach with hands and arms, talk or hear; and occasionally required to stand, walk, climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

**ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **Sheriff Transport Officer**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** Transport Deputy  
**Reports To:** Assistant Chief  
**Location:** Sheriffs Office  
**Date Prepared:** March 13, 2019  
**Date Revised:** July 29, 2019

### **GENERAL DESCRIPTION OF POSITION**

To transport inmates to and from correctional facilities, medical appointments and court appearances. Transport Deputies transport out-of-county and out-of-state inmates wanted by Craighead County to the facility. To maintain the security and safety of all transported persons.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Transport inmates to and from multiple locations. This duty is performed daily, about 80% of the time.
2. Drive long to intermediate distances. This duty is performed annually, about 60% of the time.
3. Transport in-state incarcerated persons. This duty is performed annually, about 75% of the time.
4. Transport out-of-state incarcerated persons. This duty is performed annually, about 25% of the time.
5. Secure properly and safely all persons for transport. This duty is performed daily, about 40% of the time.
6. Ensure all inmates arrive and depart utilizing a strict schedule. This duty is performed annually, about 25% of the time.
7. Transport of inmates for in-county services (medical etc.) if required. This duty is performed annually, about 10% of the time.
8. Transport of inmates to and from ADC locations. This duty is performed annually, about 50% of the time.
9. Search and screening of all inmates. This duty is performed annually, about 10% of the time.
10. Serve civil process paperwork. This duty is performed annually, about 2% of the time.
11. Serve warrants. This duty is performed annually, about 5% of the time.
12. Maintain vehicle and equipment (Service). This duty is performed annually, about 2% of the time.
13. Transport of inmates to and from court. This duty is performed annually, about 5% of the time.
14. Incident Reporting. This duty is performed annually, about 2% of the time.
15. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 7 to 11 months 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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

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

Certified detention officer, 40 hours annual in-service continuing education

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

Certified Law Enforcement Officer

## **SOFTWARE SKILLS REQUIRED**

Basic: Spreadsheet, Word Processing/Typing

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable 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**

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 repetitive. Activities with slight variation using a definite set of processes or directions with some degree of supervision. Choice of learned things in situations which conform to clearly established patterns and modes.

**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 of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

**ACCOUNTABILITY****FREEDOM TO ACT**

Standardized. Accepted processes covered by well-defined standardized policies and procedures with supervisory review.

**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**

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

**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 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.) all

the time per job duties and responsibilities.

### **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.

While performing the functions of this job, the employee is regularly exposed to outdoor weather conditions; .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.

Highly repetitive, moderately physical. Highly repetitive type of work which requires somewhat diversified physical demands of the employee.

While performing the functions of this job, the employee is continuously required to sit; regularly required to reach with hands and arms, stoop, kneel, crouch, or crawl, talk or hear; occasionally required to stand, walk, use hands to finger, handle, or feel, climb or balance. The employee must frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

### **ADDITIONAL INFORMATION**

Not indicated.

# **Craighead County**

## **Chief Deputy Treasurer**

### **Job Description**

**Job Code:** 3000  
**Exempt:** Yes  
**Department:** Craighead Treasurer  
**Reports to:** Treasurer  
**Location:** 511 South Main Street Suite 205 Jonesboro, AR 72401  
**Date Prepared:** February 12, 2019  
**Date Revised:** July 23, 2019

#### **GENERAL DESCRIPTION OF POSITION**

The Chief Deputy Treasurer is a supervisory position that reports directly to the Craighead County Treasurer. The Chief Deputy is responsible for assistance to the County Treasurer in the deposit, disbursement and retention of over 135 County funds in excess of 110 million dollars annually and must maintain a complete and accurate accounting system in accordance with Arkansas Code Annotated 14-21-101 and the Arkansas "County Financial Management System" (ACT 122 of 1981). The Chief Deputy also monitors cash flow of County investments, issues County Warrants and prepares financial reports in accordance with Federal, State and County regulations/ordinances, helps to make financial investment decisions per Arkansas Law and manages office in the Treasurer's absence in accordance with Arkansas Statute and County Policies.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. RECEIPT COUNTY REVENUE Ensure Revenue Coding Is Compliant with County Financial Management System (Revised Act 122), which consists of over 135 Funds and over 200 Revenue Codes. The Chief Deputy also ensures that Receipted Revenue from Federal, State and City governments, other county departments, schools, special funds and citizens are deposited and properly documented. This duty is performed daily, about 10% of the time.
2. PROCESS COUNTY CLAIMS:
  - Communicate with Accounts Payable Department, import and approve Accounts Payable data.
  - Verify checks correspond with claims
  - Print and void checks as needed
  - Issue over 6,500 checks per year
  - Verify billing and collection of Reappraisal reimbursements and other assessments required by the County Judge and/or Quorum Court
  - Copy and mail appropriate documentation (invoices, letters, etc.) with each Accounts Payable check
  - Transfer funds into Accounts Payable bank account.
  - This duty is performed daily, about 10% of the time.
3. PROCESS COUNTY PAYROLL:
  - Communicate with Payroll Department
  - Prepare and track timesheets to be approved by the County Treasurer
  - Submit timesheets in a timely manner
  - Import and review individuals, amounts, and data to ensure accuracy.
  - View and approve payroll ACH payments
  - Transfer funds into Payroll bank account
  - Meet Automatic Clearing House (ACH) bank processing deadlines

- Verify Federal and State income tax payments and special payrolls, election/equalization board payments and fringe benefits.
- This duty is performed weekly, about 10% of the time.

#### 4. DISTRIBUTIONS:

- Treasurer's bank interest to various funds
- Tax Settlements to Taxing Entities
- Administration of Justice funds to County/Cities/State
- Commissions to the Treasurer and Tax Collector.
- This duty is performed as needed, about 15% of the time.

#### 5. DISBURSEMENTS:

- Issue Treasurer checks to: Department of Finance and Administration (DF&A) for the Administration of Justice (AOJ) and Judicial Fine Enhancements, Cities, Improvement Districts, Arkansas Forestry Commission for Timber Tax, Treasurer of State for Uniform Rate of Tax (URT), School districts, Volunteer Fire Departments for Act 833 Fire Protection, Court Orders.
- Maintain and reconcile detailed disbursement ledger by funds and department for all county expenditures.
- This duty is performed as needed, about 10% of the time.

#### 6. BANKING:

- Manage and utilize: Checking Accounts, Money Market Accounts, Certificate of Deposit (CD) Accounts, Online Banking, Direct Deposits, Monitor Account Balances and monthly Collateralizations, Transfer Funds as needed.
- Create/maintain monthly Proof of Cash summaries.
- Reconcile bank statements and balance all accounts.
- This duty is performed daily, about 10% of the time.

#### 7. REPORTING:

- Create reports for the Treasurer of State, Arkansas Division of Legislative Audit, Cities, School Districts and the Quorum Court.
- Reply to Freedom of Information Act requests.
- Make weekly reconciliations.
- Record Fund Balances.
- Assists in preparation of the annual Final Tax Settlement.
- Create annual Financial Statement.
- Track and report projected income.
- Update Homestead Tax Credits for Property Tax Relief Fund.
- Certify Real Property Tax Reduction Documents received from Craighead County Tax Collector.
- This duty is performed daily, about 15% of the time.

#### 8. RECORD KEEPING:

- Save electronic documents to shared files on the server
- Ensures procedures are in place to ensure the availability of backup, recovery, and storage of records to protect against loss or theft of information such as backing up files onto an offsite drive and out of state storage facilities.
- Assist with maintaining records and Paying bills.
- Purchase supplies out of the Treasurer's General and Automation Fund budgets.
- Maintain and operate within the approved budget for the Treasurer's General and Automation Fund budget.

- This duty is performed daily, about 10% of the time.

#### 9. MISCELLANEOUS:

- Director of the County Financial Management Systems (Assigns all fund and revenue codes)
- Monitor and review all State and Federal grant.
- Track all reimbursements owed to Craighead County from all sources.
- Reconcile and monitor approximately 150 funds and bank balances daily with all software systems to ensure accuracy.
- Reconcile Bank statements
- Administer Bond accounts.
- Coordinate and manage Court Ordered accounts
- Receipt and distribute Treasurer's interest.
- Establish new funds in accordance with Appropriation Ordinances.
- Transfer funds as needed
- Prepare all Court Orders for our Custody.
- Perform bookkeeping entries
- Perform filing of warrants, answer telephone, and other office duties required to maintain smooth operations in the Department.
- Reconciliation Director between all office (Cities, schools, libraries, etc.)
- Provide accounting services for the Law Library.
- Monitor all budget activity and make advisements to the Treasurer.
- Aid the Budget Committee and County Judge's Office when preparing the annual budget.
- Assist in research on Legislative matters that affect Craighead County
- Research and provide information for various offices, Elected Officials, the public, etc.
- Approve all financial documents and transactions prior to those items leaving the custody of the Treasurer's Office
- Contact person for Division of Legislative Audit, Department of Finance and Administration, and State Treasury.
- Monitor Sales tax trends to identify mistakes or fraud.
- Track sales tax rebates filed against Craighead County
- Maintain continual involvement with strategic and operational management functions that relate to both short-term and long-term time periods
- Perform filing of warrants, answer telephone, and other office duties required to maintain smooth operations in the Department.
- Monitor all security issues related to the Treasurer's Office
- Assists all other offices with financial questions and duties.
- This duty is performed as needed, about 10% of the time.

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

#### **QUALIFICATIONS**

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

#### **EDUCATION AND EXPERIENCE**

Broad knowledge of such fields as accounting, marketing, business administration, finance, etc. Equivalent to a four-year college degree, plus 5 years related experience and/or training, and 2 years related management experience, or equivalent combination of education and experience.

**COMMUNICATION SKILLS**

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

**MATHEMATICAL SKILLS**

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

**CRITICAL THINKING SKILLS**

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

**REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

**PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

**SOFTWARE SKILLS REQUIRED**

Advanced: Contact Management, Other, Payroll Systems, Spreadsheet, Word Processing/Typing  
Intermediate: Accounting, Alphanumeric Data Entry, Database, Human Resources Systems, Presentation/PowerPoint  
Basic: 10-Key

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

Under administrative direction, setting up own standard of performance. Virtually self-supervising. Reports to senior management of the organization.

**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**

Intense mental demand. Operations requiring sustained directed thinking to analyze, solve, or plan highly variable, administrative, professional, or technical tasks involving complex problems or mechanisms.

## **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**

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

Supervises a small group (1-3) of employees in the same or lower classification. Assigns and checks work; assists and instructs as required, but performs same work as those supervised, or closely related work, most of the time. Content of the work supervised is of a non-technical nature and does not vary in complexity to any great degree.

Supervises the following departments: Not indicated.

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

Regularly responsible for funds, building premises, inventory, or other property owned or leased by the organization and, in addition, may have temporary custody and responsibility of property, which through carelessness, error, loss, theft, misappropriation, or similar action would result in very important monetary losses to the organization. The total value for the above range from \$10,000,000 to \$25,000,000.

## **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**

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

### **ANNUAL MONETARY IMPACT**

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

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, plus frequent contact with senior level internal officials.

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

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

### **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 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; and frequently required to reach with hands and arms; occasionally required to stand, walk, climb or balance, stoop, kneel, crouch, or crawl, taste or smell. The employee must occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

### **ADDITIONAL INFORMATION**

#### **1. SKILLS**

- Must possess or be willing to acquire the following skills: Ability to solve problems in a swiftly changing environment where guidelines are not fully defined
- File
- Organize
- Schedule
- Meet deadlines
- Operate computers
- Utilize Apprentice software
- Perform on-line banking in a secure environment
- Utilize Microsoft Office Programs
- Adobe Acrobat

- Internet
- Shared Files
- Printers, Fax, scanner, calculator, telephone
- Ensure information is accurate with minimal guidance
- Ability to perform under stressful situations
- Be Self-supervising with considerable responsibility and regard to general assignments

## 2. SUPERVISORY RESPONSIBILITIES

- Evaluate county computer systems and programs relating to Treasurer's Office and bookkeeping
- Directly supervise the department
- Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws
- Hire, Interview and train applicants/employees
- Plan, perform, assign and direct tasks
- Evaluate performance and address issues as they arise
- Conduct activities in a professional manner
- Ensure maximum cooperation between and among County Officials, employees, local governments and other agencies
- Ensure activities are performed ethically in accordance with the law to protect the individual rights of all citizens

NOTE: This position has considerable public contact wherein the contacts are of extreme importance and failure to exercise proper judgment can lead to substantial losses to the organization. Frequent contacts with other departments present numerous situations to which policies and precedents must be interpreted and applied and this position also involves contacts with senior level officials.

The Chief Deputy must possess good communication skills while:

- Issuing receipts
- Responding to school district inquiries
- Merchant and vendor inquiries
- School district Treasurer's and Superintendent's
- Local media and general Freedom of Information inquiries

## 3. QUALIFICATION REQUIREMENTS

Responsible for:

- Receipting
- Disbursing
- Tracking and reporting inventory
- Identify and report loss, theft and/or misappropriation
- Identify instances where probable errors would normally not be detected in succeeding operations and may have serious effects in relationships with patrons and/or with the County that could result in monetary losses to the County

## 4. EDUCATION and/or EXPERIENCE

Must have knowledge of a specialized field (however acquired) such as:

- Basic accounting
- Bookkeeping
- Automated accounting systems
- Equivalent of four (4) years high school/GED

- Five (5) years previous Government experience

#### 5. OTHER SKILLS and ABILITIES

- Problem solving skills
- Supervisory skills
- Bookkeeping and accounting principles/procedures
- Ability to interpret legislation
- Accuracy and attention to detail
- Good math skills
- Organizational skills
- Experience dealing with the public
- Working knowledge of the County Government system and State and County laws

#### 6. ACCOUNTABILITY

The Chief Deputy Treasurer has the highest level of freedom and trust within the department and is instrumental in controlling the impact on organizational end results with a high level of accountability to manage and/or control funds within the department.

# Craighead County

## Deputy Treasurer

### Job Description

**Job Code:** 3000  
**Exempt:** No  
**Department:** Treasurer  
**Reports To:** Treasurer  
**Location:** 511 South Main Street Suite 205 Jonesboro, AR. 72401  
**Date Prepared:** March 11, 2019  
**Date Revised:** July 29, 2019

### GENERAL DESCRIPTION OF POSITION

The Deputy Treasurer is responsible for assistance to the County Treasurer in the deposit, disbursement and retention of over 135 County funds in excess of 110 million dollars annually and must maintain a complete and accurate accounting system in accordance with Arkansas Code Annotated 14-21-101 and the Arkansas "County Financial Management System" (ACT 122 of 1981). The Deputy also monitors cash flow of County investments, issues County Warrants and prepares financial reports in accordance with Federal, State and County regulations/ordinances, helps to make financial investment decisions per Arkansas Law and manages office in the Treasurer's absence in accordance with Arkansas Statute and County Policies.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

1. RECEIPT COUNTY REVENUE Ensure Revenue Coding Is Compliant with County Financial Management System (Revised Act 122), which consists of over 125 Funds and over 200 Revenue Codes. The Deputy also ensures that Receipted Revenue from Federal, State and City governments, other county departments, schools, special funds and citizens are deposited and properly documented. This duty is performed daily, about 35% of the time.
2. PROCESS COUNTY CLAIMS Communicate with Accounts Payable Department • Import and approve Accounts Payable data. • Verify checks correspond with claims • Print and void checks as needed • Issue over 6,500 checks per year • Verify billing and collection of Reappraisal reimbursements and other assessments required by the County Judge and/or Quorum Court • Copy and mail appropriate documentation (invoices, letters, etc) with each Accounts Payable check • Transfer funds into Accounts Payable bank account. This duty is performed daily, about 30% of the time.
3. PROCESS COUNTY PAYROLL • Communicate with Payroll Department • Prepare and track timesheets to be approved by the County Treasurer • Submit timesheets in a timely manner • View and approve payroll ACH payments • Transfer funds into Payroll bank account • Meet Automatic Clearing House (ACH) bank processing deadlines • Verify Federal and State income tax payments and special payrolls, election/equalization board payments and fringe benefits • DISTRIBUTIONS • Distribute: • Treasurer's bank interest to various funds • Tax Settlements to Taxing Entities • Administration of Justice funds to County/Cities/State • Commissions to the Treasurer and Tax Collector. This duty is performed as needed, about 5% of the time.
4. DISBURSEMENTS Issue Treasurer checks to: • Department of Finance and Administration (DF&A) for the Administration of Justice (AOJ) and Judicial Fine Enhancements • Cities • Improvement Districts • Arkansas Forestry Commission for Timber Tax • Treasurer of State for Uniform Rate of Tax (URT) • School districts • Volunteer Fire Departments for Act 833 Fire Protection • Court Orders • Maintain and reconcile detailed disbursement ledger by funds and department for all county expenditures. This duty is performed as needed, about 5% of the time.
5. BANKING Manage and utilize: • Checking Accounts • Money Market Accounts • Certificate of Deposit

(CD) Accounts•Online Banking•Direct deposits•Monitor Account Balances and monthly Collateralizations •Transfer Funds as needed•Create/maintain monthly Proof of Cash summaries•Reconcile bank statements and balance all accounts. This duty is performed as needed, about 5% of the time.

6. REPORTING•Create reports for the Treasurer of State, Arkansas Division of Legislative Audit, Cities, School Districts and the Quorum Court•Reply to Freedom of Information Act requests•Make weekly reconciliations•Record Fund Balances•Track and report projected income•Update Homestead Tax Credits for Property Tax Relief Fund•Certify Real Property Tax Reduction Documents received from Craighead County Tax Collector. This duty is performed as needed, about 10% of the time.

7. RECORD KEEPING•Save electronic documents to shared files on the server•Ensures procedures are in place to ensure the availability of backup, recovery, and storage of records to protect against loss or theft of information such as backing up files onto offsite drives and out of state storage facilities. •Assist with maintaining records and Paying bill. This duty is performed daily, about 5% of the time.

8. MISCELLANEOUS•Monitor and review all State and Federal grant•Reconcile and monitor approximately 150 funds and bank balances daily with all software systems to ensure accuracy. •Coordinate and manage Court Ordered accounts•Receipt and distribute Treasurer's interest•Establish new funds in accordance with Appropriation Ordinances•Transfer funds as needed•Prepare all Court Orders for our Custody•Perform bookkeeping entries•Perform filing of warrants, answer telephone, and other office duties required to maintain smooth operations in the Department. •Reconciliation Director between all office (Cities, schools, libraries, etc.)•Provide accounting services for the Law Library•Aid the Budget Committee and County Judge's Office when preparing the annual budget. •Research and provide information for various offices, Elected Officials, the public, etc. •Monitor Sales tax trends to identify mistakes or fraud. •Track sales tax rebates filed against Craighead County•Maintain continual involvement with strategic and operational management functions that relate to both short-term and long-term time periods•Monitor all security issues related to the Treasurer's Office•Assists all other offices with financial questions and duties. This duty is performed daily, about 5% of the time.

9. 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 12 to 18 months 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 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 utilize common sense understanding in order to carry out written, oral or diagrammed

instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

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

Not indicated.

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

Not indicated.

### **SOFTWARE SKILLS REQUIRED**

Intermediate: Alphanumeric Data Entry, Contact Management, Database, Other, Payroll Systems, Spreadsheet, Word Processing/Typing

Basic: 10-Key, Accounting, Human Resources Systems, Presentation/PowerPoint

### **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**

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

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

Responsibility for work of others: Not indicated.

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

Regularly responsible for funds, building premises, inventory, or other property owned, controlled, or leased by the organization and, in addition, may have temporary custody and responsibility of patron property, which through carelessness, error, loss, theft, misappropriation, or similar action would result in very important monetary losses to the organization. The total value for the above would range from \$1,000,000 to \$10,000,000.

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

## **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 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is regularly required to sit, use hands to finger, handle, or feel, talk or hear; and frequently required to reach with hands and arms; occasionally required to stand, walk, climb or balance, stoop, kneel, crouch, or crawl, taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by

this job include close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

## **ADDITIONAL INFORMATION**

### **SKILLS**

- Must possess or be willing to acquire the following skills: Ability to solve problems in a swiftly changing environment where guidelines are not fully defined
- File
- Organize
- Schedule
- Meet deadlines
- Operate computers
- Utilize Apprentice software
- Perform on-line banking in a secure environment
- Utilize Microsoft Office Programs
- Adobe Acrobat
- Internet
- Shared Files
- Printers, Fax, scanner, calculator, telephone
- Ensure information is accurate with minimal guidance
- Ability to perform under stressful situations
- Be Self-supervising with considerable responsibility and regard to general assignments

NOTE: This position has considerable public contact wherein the contacts are of extreme importance and failure to exercise proper judgment can lead to substantial losses to the organization. Frequent contacts with other departments present numerous situations to which policies and precedents must be interpreted and applied and this position also involves contacts with senior level officials.

The Deputy must possess good communication skills while:

- Issuing receipts
- Responding to school district inquiries
- Merchant and vendor inquiries
- School district Treasurer's and Superintendent's
- Local media and general Freedom of Information inquiries

### **QUALIFICATION REQUIREMENTS**

Responsible for:

- Receipting
- Disbursing
- Tracking and reporting inventory
- Identify and report loss, theft and/or misappropriation
- Identify instances where probable errors would normally not be detected in succeeding operations and may have serious effects in relationships with patrons and/or with the County that could result in monetary losses to the County

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

Must have knowledge of a specialized field (however acquired) such as:

- Basic accounting
- Bookkeeping
- Automated accounting systems
- Equivalent of four (4) years high school/GED

### **OTHER SKILLS and ABILITIES**

- Problem solving skills
- Bookkeeping and accounting principles/procedures
- Ability to interpret legislation



- Accuracy and attention to detail
- Good math skills
- Organizational skills
- Experience dealing with the public
- Working knowledge of the County Government system and State and County laws

# **Craighead County**

## **Assistant Veteran Services Officer**

### **Job Description**

**Job Code:** 1000  
**Exempt:** No  
**Department:** County Veterans Service Officer  
**Reports To:** County Veterans Service Officer  
**Location:** 511 South Main Street - Room 103  
**Date Prepared:** March 14, 2019  
**Date Revised:** July 23, 2019

### **GENERAL DESCRIPTION OF POSITION**

The County Assistant Veteran Service Officer performs administrative work in advising armed forces veterans and dependents of benefits available under federal, state and local laws as directed by the County Veterans Service Officer. This position assists in completing and submitting required forms, obtaining necessary legal documents, medical records and other data as required by law or in support of a claim. The Assistant County Veteran Service Officer connects Veterans and their dependents with services available at the local, state and federal level. When possible, visits Veterans and or their surviving spouses in their homes or institutions, for claim assistance, when they are unable to visit the office in person. Provides outreach and presents programs on Veterans' benefits to county citizens.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Supports day to day operations and activities as directed by the Veterans Services Officer.
2. Ensures that veterans and/or their families are assisted in accordance to departmental policy & procedures.
3. Interviews, counsels and provides technical assistance to veterans/dependents in filing their applications for pensions, compensation, education, dental and medical care, burial allowances, insurance benefits financial relief applications and other available veterans benefits.
4. Researches and assists in the development process in efforts to assist the veteran and/or dependents to obtain all Federal & State Benefits entitled.
5. Counsels and maintains current list of supportive and community services in order to refer and provide additional assistance for claimants.
6. Corresponds with appropriate agencies in order to secure affidavits, certificates and other required papers to properly submit necessary documentation for clients to the Department of Veterans affairs and other Agencies.
7. Assists pensioned Veterans and Widows in filing their annual income and medical expense reports.
8. Assist Veterans in enrolling for Veterans Healthcare Services filing annual income & medical expense.
9. Assists Widows and Widowers of Veterans in securing Department of Veterans Affairs Death Benefits.
10. Assists Social Security Applicants in determining Veterans Benefits eligibility.

11. Assists Veterans on obtaining home loan and assists in obtaining Certificates of Eligibility.
12. Assists Veterans & Dependents in obtaining Educational Benefits and VOC Rehab Services and Benefits.
13. Assists Veterans in the HUD/VASH program for housing.
14. Acts as an advocate and as a liaison with Federal, State and Local Agencies on behalf of Veterans and their dependents.
15. Ability to conduct interviews and obtain necessary financial and or medical information to file a claim.
16. Have knowledge of Patriot Act, Privacy Act and HIPPA Act and enforce at all times.
17. Visits Veterans/Surviving Spouses in their homes or institutions for claim assistance.
18. 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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, 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.

### **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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

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

To be appointed as an Officer a person must:

1. Be A Veteran, Spouse of a Veteran who has not remarried or a Gold Star Parent
2. Have served on active duty in a branch or the armed forces of the United States and been Honorably discharged.
3. Be qualified by education and training for the duties of the office
4. Must complete coursework and achieve certification and accreditation by the Arkansas Department of Veterans Affairs.
5. Must be a Person of good reputation and high moral character
6. Must have good computer skills, able to conduct internet research, send and receive e-mails and submit claims electronically.
7. Must have knowledge of laws, rules and regulations regarding benefits, Veterans Service Organizations, their structures, programs and services.

8. Must have excellent communication skills, both verbal and written
9. Ability to develop and maintain effective relationships with clients, Service Organization Representatives and professional contacts
10. Prepare and process routine reports
11. Must complete Initial Training conducted by the Arkansas Department of Veterans Affairs and pass the final exam with the score of 75% or greater
12. Must participate in CVSO continual training sessions.

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

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

Intermediate: Database, Presentation/PowerPoint

Basic: 10-Key, Accounting, Alphanumeric Data Entry, Contact Management, Spreadsheet, Word Processing/Typing

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable 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**

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.

## **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**

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

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

## **PUBLIC CONTACT**

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for 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 complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, driver's license/cdl, etc.)

## **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.

While performing the functions of this job, the employee is occasionally exposed to outdoor weather conditions. 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.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

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

**ADDITIONAL INFORMATION**

Must have excellent communication skills both verbal and written

Must have computer skills - operate fax, scanner and printing machines

# **Craighead County**

## **Veteran Services Officer**

### **Job Description**

**Job Code:** 1000  
**Exempt:** Yes  
**Department:** County Veterans Service Officer  
**Reports to:** County Judge and ADVA  
**Location:** 511 South Main Street - Room 103  
**Date Prepared:** December 20, 2019  
**Date Revised:** March 24, 2020

#### **GENERAL DESCRIPTION OF POSITION**

The County Veteran Service Officer performs administrative work in advising armed forces veterans and dependents of benefits available under federal, state and local laws. This position assists in completing and submitting required forms, obtaining necessary legal documents, medical records and other data as required by law or in support of a claim. The County Veteran Service Officer connects Veterans and their dependents with services available at the local, state and federal level. When possible, visits Veterans and or their surviving spouses in their homes or institutions, for claim assistance, when they are unable to visit the office in person. Provides outreach and presents programs on Veterans' benefits to county citizens.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Manages day to day operations and activities of the Veterans' Service Office.
2. Ensures that veterans and/or their families are assisted in accordance to departmental policy & procedures.
3. Responsible for maintaining and drafting accurate records and reports as assigned by the County Judge/Director ADVA.
4. Approves daily expenditures, prepares and maintains the approved budget and adheres to policies and procedures.
5. Interviews, counsels and provides technical assistance to veterans/dependents in filing their applications for pensions, compensation, education, dental and medical care, burial allowances, insurance benefits financial relief applications and other available veterans' benefits.
6. Researches and assists in the development process in efforts to assist the veteran and/or dependents to obtain all Federal & State Benefits entitled.
7. Monitors changes in VA regulations and applicable legislation to ensure the accurate delivery of benefits and services.
8. Must have excellent communication skills both verbal and written.
9. Must have computer skills - operate fax, scanner and printing machines.
10. Counsels and maintains current list of supportive and community services in order to refer and provide additional assistance for claimants.

11. Corresponds with appropriate agencies in order to secure affidavits, certificates and other required papers to properly submit necessary documentation for clients to the Department of Veterans affairs and other Agencies.
12. Assists pensioned Veterans and Widows in filing their annual income and medical expense reports.
13. Assist Veterans in enrolling for Veterans Healthcare Services filing annual income & medical expense.
14. Assists Widows and Widowers of Veterans in securing Department of Veterans Affairs Death Benefits.
15. Assists Social Security Applicants in determining Veterans Benefits eligibility.
16. Assists Veterans on obtaining home loan and assists in obtaining Certificates of Eligibility.
17. Assists Veterans & Dependents in obtaining Educational Benefits.
18. Assists Veterans in obtaining VOC Rehab Services and Benefits.
19. Assists Veterans in the HUD/VASH program for housing.
20. Acts as an advocate and as a liaison with Federal, State and Local Agencies on behalf of Veterans and their dependents.
21. Ability to read medical reports and understand medical conclusions related to claim.
22. Ability to conduct interviews and obtain necessary financial and or medical information to file a claim.
23. Have knowledge of Patriot Act, Privacy Act and HIPPA Act and enforce at all times.
24. Visits Veterans/Surviving Spouses in their homes or institutions for claim assistance.
25. Exercises judgment in addressing the media and inquires by the public utilizing courteous and professional demeanor.
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**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc., plus 4 years related experience and/or training, and 2 years related management experience, or equivalent combination of education and experience.



## **COMMUNICATION SKILLS**

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

## **MATHEMATICAL SKILLS**

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

## **CRITICAL THINKING SKILLS**

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

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

To be appointed as an Officer a person must:

1. Be A Veteran, Spouse of a Veteran who has not remarried or a Gold Star Parent
2. Have served on active duty in a branch or the armed forces of the United States and been Honorably discharged.
3. Be qualified by education and training for the duties of the office
4. Must complete coursework and achieve certification and accreditation by the Arkansas Department of Veterans Affairs.
5. Must be a Person of good reputation and high moral character
6. Must have good computer skills, able to conduct internet research, send and receive e-mails and submit claims electronically.
7. Must have knowledge of laws, rules and regulations regarding benefits, Veterans Service Organizations, their structures, programs and services.
8. Must have excellent communication skills, both verbal and written
9. Ability to develop and maintain effective relationships with clients, Service Organization Representatives and professional contacts
10. Prepare and process routine reports
11. Must complete Initial Training conducted by the Arkansas Department of Veterans Affairs and pass the final exam with the score of 75% or greater
12. Must participate in CVSO continual training sessions.

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

Preferred certification and accreditation by the Arkansas Department of Veterans Affairs.

## **SOFTWARE SKILLS REQUIRED**

Advanced: 10-Key, Accounting, Alphanumeric Data Entry, Contact Management, Database, Word Processing/Typing

Intermediate: Presentation/PowerPoint

Basic: Spreadsheet

## **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**

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

## **ANALYTICAL ABILITY / PROBLEM SOLVING**

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

## **RESPONSIBILITY FOR WORK OF OTHERS**

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**

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

### **ANNUAL MONETARY IMPACT**

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

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

### **IMPACT ON END RESULTS**

Major impact. Job has a considerable impact on the organization's end results. A high level of accountability to generate, manage, and/or control funds within 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**

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.

While performing the functions of this job, the employee is occasionally exposed to outdoor weather conditions. 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 continuously required to use hands to finger, handle, or feel, talk or hear; regularly required to taste or smell; and frequently required to stand, walk, sit, reach with hands and arms; occasionally required to 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 close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

### **ADDITIONAL INFORMATION**

It is preferred that the Veteran Service Officer live in Craighead County.

