

## VICTIM NOTIFICATION CLERK

### JOB DESCRIPTION

**Classification Responsibilities:** A Victim Notification Clerk performs responsible work involving a variety of paraprofessional tasks in support of the Victim Services Unit within the Mesa Police Department or Victim Services Unit of the City Prosecutor's Office. Responsibilities include: reviewing case file documents to determine who is a crime victim according to statute; identifying the victims' relation to the charges and the defendant; entering data into a case management system to track victim contact and demographic information for statistical and programmatic grant reporting; providing statutorily mandated notifications both in writing and through extensive phone contact to crime victims which include: victims' rights as defined by Arizona law and how to invoke those rights; upcoming court dates and changes to victims' case status; and defendants arrests and release from custody. Additional duties include: answering phones and answering victims' rights related questions; providing judge/prosecutor with critical victim input regarding the release of a defendant from custody; reviewing case status; generating and editing appropriate written notification letters; processing incoming mail (includes scanning and updating the case management system); utilizing the internet, databases, and other resources available to research and identify and/or locate victims contact information; explaining the restitution process, criminal restitution eligible expenses, and obtaining required documentation and/or information related to restitution expenses; providing limited personal advocacy and assistance in obtaining protective orders; participating in community-wide victim assistance efforts; and connecting crime victims with a Victim Services Assistant, especially in high lethality cases as needed. This class performs other related duties as required.

**Distinguishing Features:** An employee of this class is distinguished from a Victim Services Assistant (*Prosecutor's Office Assignment*) or a Victim Services Clerk (*Mesa Police Department Assignment*) by having a primary focus on meeting the required statutorily mandated notification responsibilities for each department. Victim Services Assistants work more directly with the crime victim providing personal advocacy, crisis response, and community referral services. Supervision and training are received from the Senior Victim Services Assistant or the Victim Services Administrator. This class is FLSA nonexempt.

### QUALIFICATIONS

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

**Minimum Qualifications Required.** Graduation from high school or GED. Considerable (3 – 5 years) experience performing progressively responsible office clerical/secretarial work OR any combination of training, education, and experience equivalent to graduation from an accredited college or university with an Associate's Degree in a related field (Social Work, Criminal Justice, etc.) AND a minimum of one-year full-time work experience in counseling, social work, crisis intervention, criminal justice, or a related field involving public contact.

**Special Requirements.** Must possess a valid Class D Arizona Driver's License by hire date (*by assignment*). For this position, an individual receiving a conditional offer of employment from the City of Mesa must pass a background investigation through the City of Mesa Police Department, the Arizona

Department of Public Safety, and Federal Bureau of Investigation prior to commencing employment with the City of Mesa (*City Prosecutor's Office Assignment*). Because of the confidential, sensitive nature of information handled, successful completion of a background investigation and polygraph is required. Candidates given a conditional job offer will be required to pass a psychological test battery and a drug screening (*Police Department Assignment*).

**Substance Abuse Testing.** Due to the safety and/or security sensitive nature of the assignment, individuals in this classification assigned to the Police Department shall be subject to pre-employment or pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedures (*Police Department Assignment*).

**Preferred/Desirable Qualifications.** Supplemental coursework in typing, computer software, word processing, data entry, office equipment, and office procedures is highly desirable. Experience in a social services or criminal justice environment and/or working with victims of crime is preferred.

## **ESSENTIAL FUNCTIONS**

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

**Communication:** Communicates verbally with victims, the general public, City employees, and other law enforcement personnel in order to resolve conflicts or provide information. Produces written documents such as various letters, forms, reports, and statistical data with clearly organized thoughts using proper sentence construction, punctuation, and grammar in order to impart information.

**Manual/Physical:** Types or keys data into a case management system. Establishes and maintains complex records and integrated filing systems which may involve processing confidential matters. Operates a motor vehicle requiring a standard Arizona Driver's License to travel to criminal justice proceedings and attend meetings (*by assignment*). Assembles and reviews files or records; updates materials; prepares materials for action; and makes final distribution of records, files, or information. Prepares boxes or bundles of forms or other materials for distribution or mailing. Sorts, separates, arranges, files, or distributes incoming mail or other materials. Operates a variety of standard office equipment such as telephone, adding machine, scanners, personal computer (PC), copy machine, and facsimile machine in order to accomplish tasks. Handles multiple incoming telephone calls. Meets scheduling and attendance requirements.

**Mental:** Handles phone inquiries, and refers callers as needed to appropriate party or agency. Comprehends and makes inferences from written material in order to determine action to be taken. Checks records and documents for accuracy and completeness. Prioritizes own work assignments. Learns job-related material in a classroom setting and through verbal instruction and on-the-job observation. Annually review legislative changes to statutes impacting victims' rights and implement work process changes to accommodate those changes.

**Knowledge/Skills/Abilities:**

Knowledge of:

the Arizona Criminal Code as it relates to victim rights and restitution;  
the Arizona Constitutional Amendment for Victims' Rights;  
legislative issues and changes which affect victims' rights;  
criminal justice system procedures and legal terminology;  
business English, spelling, and arithmetic;  
modern office practices, procedures, and equipment;  
bookkeeping and statistical methods of recording and compiling data; and  
PC software programs.

Skill in:

making arithmetic computations; and  
use of duplicating, scanning, and other electronic office equipment.

Ability to:

inform victims of their rights and basic criminal justice procedures;  
establish and maintain effective working relationships; and communicate effectively with victims,  
professionals, co-workers, and the general public;  
compile data for special and periodic reports;  
check records and documents for accuracy and completeness;  
type a variety of information into a case management system, including statistical and descriptive  
reports;  
write effective correspondence on routine matters;  
deal effectively with people of various ethnic and socioeconomic backgrounds over the telephone and in  
person;  
remain calm and think clearly and quickly in emotional and emergency situations; work independently  
to prepare and type reports, some of which have deadlines to meet;  
maintain confidentiality and security of records and information; and  
file alphabetically and numerically with accuracy.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included do not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Victim Notification Clerk

Page 4

Revised 11/19

TC/kc/js

CS3551.DOCX (Full-time)

PAY GRADE: 40

CS3426 (Grant-funded)

PAY GRADE: 40

CS3550 (Grant-funded – PT)

PAY GRADE: 40

EEO-A/S

IND-8810

JOB FCTN-OFF

SWORN-No

INCREMENTS 53-200