



## **Program Case Manager (2240)**

**FLSA Status:** Non-Exempt (Hourly)

**Pay Grade:** 9

**Safety-Sensitive:** No

**\*\*Grant-funded position.\*\*  
Subject to funds availability.**

### **Purpose**

The purpose of this classification is to provide administrative support to the Ogeechee Judicial Circuit Accountability Court program and its participants.

### **Primary Responsibility**

Provides excellent service, pursues continuous improvement and exceeds expectations.

### **Typical Duties**

Processes a variety of documentation; receives, reviews, records, types, and/or distributes documentation; logs, tracks, or maintains records regarding program activities; compiles data for further processing or for use in preparation of department reports; and files, maintains, and stores hardcopy records.

Creates and maintains participant files; monitors program compliance, phase scheduling and participant progress; prepares certificates; prepares new participant information packets and handbooks.

Performs customer service functions: maintains contact with program participants; provides routine information and assistance regarding department/division services, activities, procedures, fees, or other issues; distributes forms/documentation as requested; responds to routine questions or complaints; researches problems/complaints; and initiates problem resolution.

Performs data entry functions by keying data into computer system: enters, retrieves, reviews or modifies data into multiple computer databases; scans documents into computer; verifies accuracy of entered data and makes corrections; indexes documents; and develops graphs, charts and computerized reports.

Attends training as required; observes and assists treatment groups as needed.

Performs other related duties as required.

### **Minimum Qualifications**

Associate degree in Criminal Justice, Social Services, or related field required, supplemented by one year of experience in a legal, clinical or case management setting; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

**Specific License or Certification Required:** Must possess and maintain a valid Georgia driver's license.

## **Performance Aptitudes**

**Data Utilization:** Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

**Human Interaction:** Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

**Functional Reasoning:** Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

## **ADA Compliance**

*In compliance with the Americans with Disabilities Act (ADA), the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*

**Physical Ability:** Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Essential functions are regularly performed without exposure to adverse environmental conditions.

*DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to make changes at any time without notice.*

Created July 2019