



CLASS SPECIFICATION

Class Code: 60018936
Date Established: 07/2021
Last Reviewed:
Last Revised:
Last Title Change:
FLSA: non-exempt
Probation: 12 months

LEAD DRUG SCREEN COLLECTOR

DEFINITION

Under general supervision, provides lead direction over the Drug Screen Collectors; performs duties related to the drug screening of clients; and performs other related duties as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Two years of customer service experience, preferably in law enforcement, criminal justice, a legal environment, or social services OR an equivalent combination of training and experience.

LICENSE OR CERTIFICATE

Some positions may require possession of a valid driver's license and/or licensure as a Notary Public.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from the Drug Screener by its lead responsibility over incumbents in that class. Incumbents perform the full range of Screener duties with minimal supervision, as well. Incumbents in this position perform general and legal clerical duties involving minimal management, with greater independence of direction and judgment, in addition to knowledge of specialized areas.

SUPERVISION EXERCISED

Provide lead direction over Drug Screeners

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Provide technical and lead direction over support staff; provides training and on-going support to staff and program volunteers; assists in the interview and hiring process; provide staff training in proper work methods and techniques; scheduling of staff; review work and ensure employees feel safe in their environments and risk management rules are being followed for everyone's safety.

Collects samples for testing, and maintains integrity and validity of samples collected, ensuring correct identity of clients and that clients are making their payments.

Provides direction and training to Drug Screeners in signing up new clients, checking in clients, posting fees, collecting samples for testing, and performing other duties to ensure safety protocols are followed.

Enters case information in the case management system, conducts orientation of new clients, provides support for clients and deals with them directly to resolve issues or answer questions.

Report progress and non-compliance of issues of defendants to Probation Case Managers and Alternative Sentencing Officers.

Prepares statistical data, corresponds with other departments and agencies as needed, and coordinates scheduling of all court-ordered testing.

Performs reconciliation of each staff members cash drawer at the end of each shift and researches and rectifies any discrepancies. Prepares daily reconciliation reports and prepares cash for deposits.

Correspond in person, by telephone or in writing with clients, out-of-state agencies, attorneys, and employers to disseminate and receive information; receive referrals from other agencies as necessary.

Investigate complaints from clients regarding the services received and handling of cases by determining the facts and circumstances surrounding the complaint and taking appropriate action to achieve satisfactory resolution of the problem.

Assist Alternative Sentencing Officer's and Probation Case Managers in gathering and processing confidential information including interpreting drug testing results, for use in Court by way of interview, observation, and document review.

Ensure assigned personnel perform duties and responsibilities in a safe and prudent matter that does not expose them or others to unnecessary harm or risk of on-the-job injury.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Department policies and procedures.

Software specific to assigned responsibilities.

Terminology, acronyms, law, and rules, pertinent to department.

Various drugs and their side effects.

Ability to:

Provide work coordination, lead direction, and training for other staff.

Entry Level *(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)*

Knowledge of:

Knowledge of drugs.

General office practices and procedures.

Methods and techniques of data collection and report preparation.

Ability to:

Provide work coordination, lead direction, and training for other staff.

Work with difficult clients in emotionally charged situations.

Deal with clients with extensive criminal history to include violent crimes.

Deal with stressful situations and hostile clients.

Interpret and apply applicable laws, regulations, and departmental policies.

Maintain confidentiality information encountered in the course of work.

Remain calm, think clearly, and act professionally and decisively while dealing with stressful situations and/or difficult clients.

Maintain confidential files and records related to criminal cases, and update materials.

Exercise good judgement, flexibility, and sensitivity in response to changing situations and needs.

Communicate clearly and concisely, both orally and in writing.

Identify possible substance abuse problems.

Testify in court proceedings.

Criminal justice and law enforcement terminology, acronyms, and language.

Crisis intervention strategies.

Establish and maintain effective working relationships with program participants, employees, elected and appointed officials and members of diverse cultural and linguistic backgrounds.

SPECIAL REQUIREMENTS *(Essential duties require the following physical skills and work environment.)*

Ability to work in a standard office and courtroom environment with some exposure to volatile situations.

Selected candidate must complete and submit a Personal History Statement and pass an extensive background investigation to include fingerprint check, criminal history check, and Computerized Voice Stress Analysis (CVSA) examination.

This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards.