



UNITED STATES PROBATION AND PRETRIAL SERVICES WESTERN DISTRICT OF WISCONSIN

Vacancy Announcement No. 26-09

CAREER OPPORTUNITY

Position Title:	Probation/Pretrial Services Administrative Assistant
Position Type:	Full-Time Permanent
Duty Station:	Madison, Wisconsin
Salary Range:	CL 23 (\$44,701-\$65,631) to CL 24 (\$44,701-\$72,654), depending on qualifications and budget. (This is a career ladder position with promotion potential up to a CL 26 without further competition) <i>*Published salary ranges represent the continuum of potential earnings in each classification level. The starting salary for new employees will be in the low to middle portion of the range, based on qualifications and experience.</i>
Opening Date:	June 18, 2026
Closing Date:	Open until filled; preference will be given to complete applications submitted by July 16, 2026
Start Date:	As soon as possible (flexible based on availability and notice periods)

DISTRICT SUMMARY

The U.S. Probation and Pretrial Services Office for the Western District of Wisconsin is a combined probation and pretrial services district that serves 44 counties and is part of the Judicial Branch. Due to the district's size, employees gain invaluable experience by contributing to all facets of operations, offering a unique opportunity to make a significant impact across the district.

Our office is dedicated to ensuring that all aspects of service to the Court and the community remain at high levels. Delivering this high level of performance is essential to accomplish our mission, which is as follows:

Collectively, we contribute to a safer community by fostering positive, lasting change in the lives of those we serve.

Our **core values** are excellence, compassion, integrity, teamwork, continuous learning, respect, wellness, adaptability, and resilience. These values are the foundation of our work, how we interact with each other, and the strategies we employ to fulfill our mission.

POSITION OVERVIEW

The Administrative Assistant serves as the primary face and voice of the U.S. Probation/Pretrial Services Office. Operating from our central, front-reception cubicle, the position is responsible for triaging and greeting all visitors, managing incoming calls and correspondence, and executing a variety of time-sensitive administrative tasks. The Administrative Assistant provides specialized technical and administrative support to probation officers in a wide range of areas, including

proofreading and editing documents, assisting with conducting investigations, compiling criminal histories, maintaining case files and documents in the office's automation tracking program, and other similar duties.

REPRESENTATIVE DUTIES

- Serve the first point of contact for the public and stakeholders by staffing the front reception cubicle. Maintain a welcoming, professional, and secure lobby environment.
- Perform receptionist duties by greeting visitors and callers, answering routine questions, directing visitors and callers to the appropriate person. Receptionist duties will include coming into contact with persons with felony backgrounds.
- Manage and execute detail-oriented administrative tasks and projects directly from the front reception cubicle, successfully balancing these tasks with immediate, real-time public and telephone inquiries.
- Open, close, and maintain case files in the Probation Automated Case Tracking System (PACTS). Ensure files are up-to-date and data is entered accurately. Record chronological entries.
- Oversee core administrative tasks, including processing and distributing mail, scanning files, and managing the mailing of office equipment/supplies.
- Format, proofread, and edit reports, petitions, letters, memoranda, and other documents prepared by the probation officer, often within a short time, ensuring that the reports are well-written and grammatically correct. Act as liaison with officers and management in resolving potentially troublesome or omitted texts.
- Upon final completion, submit reports on time to the Court through its document filing system.
- Electronically submit appropriate documents to the Bureau of Prisons and U.S. Sentencing Commission.
- Ensure proper procedures and protocols are completed throughout the investigative and supervision process. Communicate frequently with probation officers regarding any unusual circumstances which may require immediate attention.
- Assist probation officers by running record checks through local, state, and national databases and files; conducting inquiries with collateral agencies and community service agencies; collecting verifiable and supportable documentation; and performing similar activities.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS & SKILLS

- High school diploma or equivalent and two years of general clerical or office experience, or a bachelor's degree from an accredited college or university
- Ability to maintain focus, composure, and a positive demeanor in an open-cubicle setting with frequent interruptions, high-foot traffic, and competing administrative demands
- Exceptional organizational skills with a demonstrated ability to rapidly reprioritize tasks, ensuring strict deadlines and quality standards are met
- Ability to compartmentalize background noise and lobby activity to execute detail-oriented, time-sensitive administrative tasks accurately and efficiently
- Proficiency in Microsoft Office, including Word and Excel

- Exceptional grammar, proofreading, and editing skills
- Ability to communicate effectively and professionally with a variety of people

To qualify for the position at a CL 24, an applicant must have one year of specialized experience equivalent and one year of general experience.

Specialized experience is the regular and recurring application of clerical procedures that demonstrate the ability to apply a body of rules, regulations, directives or laws, and involve the routine use of specialized terminology and automated software and equipment for word processing, data entry, or report generation. Such experience is commonly encountered in law firms, legal counsel offices, banking and credit firms, educational institutions, social service organizations, insurance companies, real estate and title office, and corporate headquarters or human resources/payroll operations. Education may not be substituted for specialized experience.

CONDITIONS OF EMPLOYMENT

Must be a U.S. citizen or eligible to work in the United States. The selected candidate will be required to live within a reasonable commuting distance of their duty station. The selected candidate will also be required to complete a background investigation, which includes a fingerprint check through the FBI, as well as a check of financial and credit records. Any position offer will be considered provisional until a full suitability determination can be made. Employees must use electronic funds transfer for payroll deposit. The Court requires employees to adhere to a [Code of Conduct](#) as well as specific employee policies and performance expectations.

BENEFITS

Employees of the U.S. District Court are not covered by the Office of Personnel Management's civil service classification system or regulations and are considered "at will" employees; however, Judiciary employees are entitled to the same benefits as other federal employees. These include participation in the Federal Employees Retirement System (FERS), Thrift Savings Plan, health and life insurance benefits, long-term disability and long-term care options, vacation and sick leave accrual, and 11 paid holidays per year. For additional information on employment with the federal courts, please visit the website for [U.S. Courts](#).

APPLICATION MATERIALS

Please apply using the following link: [Application Link](#)

Complete the information fields and attach the following materials:

- 1) an updated resume;
- 2) a letter of interest (no more than one page) that: a) details your interest in the position, and b) identifies one of the core values listed in this announcement that resonates most deeply with you, including a brief example of how you have practiced this value in the workplace.
- 3) an Application for Judicial Branch Employment (AO78) (the form is included in the application link); and
- 4) a list of three professional references, including titles and contact information.

Incomplete applications packets will not be considered. Only the candidates selected for interviews will be contacted. Travel expenses associated with an interview will be borne by the applicant.

All information provided by applicants is subject to verification. Applicants are advised that false statements or omission(s) of information on any application material may be grounds for non-selection, withdrawal of an offer of employment, or dismissal after being employed.

The U.S. Probation and Pretrial Services Office reserves the right to amend the conditions of this vacancy announcement, or to withdraw the announcement at any time without prior written or other notice.

This position is not a career path to becoming a U.S. Probation/Pretrial Services Officer, and any experience gained in this position will not provide an applicant with an advantage over other applicants in future Probation Officer hiring initiatives.

The U.S. Courts is an Equal Employment Opportunity employer.