



CAREER OPPORTUNITY

UNITED STATES PROBATION AND PRETRIAL SERVICES OFFICE

Texas Northern

POSITION TITLE:	Receptionist
GRADE:	CL 23
ANNOUNCEMENT NUMBER:	26-22
LOCATION:	Dallas, Texas
OPEN DATE:	09/11/2026
CLOSING DATE:	Open until filled (Preference given to those who apply before 09/30/2026)
STARTING SALARY:	\$43,861 - \$71,350 (Table DFW Salary matching is not guaranteed.

DISTRICT MISSION STATEMENT

We value each individual and their potential to change. As effective agents of that change, we provide excellent service to our clients and the courts, creating a safer community through the fair administration of justice. Our guiding principles are Dedication, Empowerment, Idealism, and Integrity.

DISTRICT SUMMARY

The United States Probation & Pretrial Services Office for the Northern District of Texas is a learning organization. We encourage each other to use our strengths to explore opportunities for meaningful personal, professional, and organizational growth. We expect, and support, team members to continue developing throughout their careers. We recognize that individuals have varying talents and passions, and we seek to match roles, responsibilities, and opportunities to individual strengths, while still meeting the mission of the organization. We believe that leadership is a shared responsibility of all team members, and we expect team members at all levels of the organization to lead from where they stand. We encourage creativity and ingenuity in problem solving.

This district is geographically one of the largest in the United States. We are a combined probation and pretrial services district, serving a one hundred-county area, bordering the states of Oklahoma and New Mexico. These counties also extend to approximately ninety miles from the Mexico border. Our headquarters office is in Dallas in the Earle Cabell Federal Building. We also have offices located in the Federal courthouses in Fort Worth, Wichita Falls, Abilene, San Angelo, Lubbock, and Amarillo. Texas is among the most tax-friendly states in the U.S. with residents enjoying no state income tax.

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POSITION OVERVIEW

The United States Probation & Pretrial Services Office for the Northern District of Texas is soliciting for a Receptionist in the Dallas Division. The successful applicant will contribute to the smooth and efficient operation of the office by properly handling and referring telephone calls and visitors, preparing correspondence and forms, and assisting with conducting record checks. Probation Receptionists often provide the first impression of the agency to visitors and callers and set the tone for future interactions with the office. Responding to competing priorities, maintaining confidentiality, and handling visitors and callers tactfully is essential to providing quality service in a courteous and efficient manner.

Job responsibilities include, but are not limited to:

- Answering and screening telephone calls and visitors as needed. Answering routine questions and referring persons to officers or to appropriate agency based on knowledge of officers' activities and program operations. Directing persons reporting from prison or from court as to officer assignment and reporting procedures.
- Entering data and information into the office's computerized database system (PACTS) and interpreting information from PACTS when necessary to assist the probation officers.
- Organizing and preparing case files for probation officers' use in accordance with established case management procedures.
- Receiving, scanning, and uploading incoming documents into client electronic case file and automated case management database (PACTS).
- Assisting with conducting online criminal record checks through local system.
- Performing data entry functions. Generating standard reports from databases and computerized systems. Tracking statistics and data.
- Monitoring Case Management Electronic Case Filings (CM-ECF) using automated software program.
- Assisting the office, as needed, in handling security issues using emergency telephone procedures.
- Where applicable, may assist officers and non-English speaking offenders/defendants, family members, and witnesses in translating, including translating documents and correspondence.
- Performs other related duties as required.

QUALIFICATIONS

To qualify for a CL 23 position, high school graduation or equivalent and two years general experience is required. Placement at salary levels above Step 1 may be allowed provided:

1. the employee meets the optional or extra years of experience above minimum as stated in the job qualifications standards; or
2. the selectee possesses job-related court-preferred skills, for example, specific language or automation skills.

General Experience is defined as progressively responsible clerical, office, or other work that indicates the possession of, or the ability to acquire, the particular knowledge and skills needed to perform the position's duties.

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MINIMUM POSITION REQUIREMENTS

- Skill in properly referring and routing telephone calls, visitors, and hand-delivered documents and materials. Skill in filing and knowledge of filing requirements. Skill in spelling, grammar, and proofreading. Ability to file, extract, and re-file documents accurately and appropriately. Ability to follow detailed instructions and multitask. Skill in organizing own work. Ability to apply probation policies, procedures, practices, and guidelines. Ability to learn the practices and procedures used in probation as applicable to the position.
- Ability to interact and communicate effectively (orally and in writing) with individuals of diverse backgrounds, including law enforcement personnel, court personnel, offenders/defendants, attorneys, and the general public, to provide customer service and information while complying with regulations, rules, and procedures.
- Proficiency in using office technology applications such as Microsoft Office Suite. Skill in using a multi-line telephone efficiently and in a timely manner. Skill in using standard office equipment (telephones, copiers, fax machines, scanners, etc.). Ability to learn how to use automated and internet systems for conducting criminal records checks.

COURT PREFERRED SKILLS

- Preference will be given to those with experience in the federal judiciary.
- Bilingual skill with Spanish is preferred.

BENEFITS

Employees of the U.S. Probation and Pretrial Services Office are eligible to receive benefits which include participation in the Federal Employees Retirement System, Thrift Savings Plan, choice of a health benefit plan from several options, life insurance, optional long term care coverage and long term disability coverage, optional vision insurance and dental insurance, annual and sick leave, paid parental leave, a pre-tax reimbursement program, eleven federal holidays, and mandatory Electronic Funds Transfer for payment of net pay. More benefits information may be found [here](#).

HOW TO APPLY

Applicants who meet the classification and minimum requirements for the position should:

1. Submit a cover letter (**two-page maximum**) discussing how your past experience has prepared you for and relates to this position.
2. Submit a resume (**two-page maximum**) citing professional experience and educational background.
3. Submit your two most recent performance evaluations.
4. Submit a completed application ([Federal Judicial Branch Application for Employment, AO 78](#)). **If the AO 78 application is not current (5/24 revision in the upper left corner), the application for this opportunity will be rejected.** Questions 19, 20, and 21 on the application must be answered. Please note the additional documents related to military service that may be required to complete the process (listed on page one of the application).
5. Qualified applicants should upload their documents using our HR Employment Application System located at:

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<https://opportunities.ilnb.uscourts.gov/Employment/appform.cfm?ref=yv7gpw3b&pos=26-22>

Note: This system will not let you continue without uploading all documents. If you fail to provide the required documents, your application package will be considered incomplete and may not be considered.

Unofficial transcripts may be uploaded via the link above. However, if not already on file with TXN Probation & Pretrial Services, **official transcripts** must be submitted by:

- A link sent to HR@txnp.uscourts.gov from your university or college, or
- Regular mail or overnight courier to:

**U.S. Probation - HR Department
1100 Commerce Street, Room 1329
Dallas, TX 75242**

DISCLOSURES

- U.S. Probation reserves the right:
 - To modify the conditions of this job announcement.
 - To withdraw or re-advertise the announcement.
 - Not to fill the position listed in this announcement.
- This position is not eligible for telework.
- Applications will be accepted from U.S. Citizens and [non-Citizens as allowed by appropriations and statute.](#)
- Applicants selected for interviews must travel at their own expense, and relocation expenses will not be reimbursed. Applicants who are invited to interview may advise the Human Resources office if an accommodation is necessary.
- U.S. Probation requires employees to adhere to a Code of Ethics and Conduct.
- The final candidate(s) will be subject to a record check with law enforcement agencies and credit bureaus including fingerprinting and criminal history as a condition of employment.
- The U.S. Probation Office is a part of the Judicial Branch of the United States government. Although comparable to the Executive Branch (civil service) in salary, leave accrual, health benefits, life insurance benefits, and retirement benefits, generally court employees are not subject to the many statutory and regulatory provisions that govern civil service employment.
- U.S. Probation employees serve under "Excepted Appointments" and are considered "at will" employees.
- All information provided by applicants is subject to verification and background information. Applicants are advised that false statements or omission of information on any application materials may be grounds for non-selection, withdrawal of an offer of employment, or dismissal after being employed.

Questions regarding this announcement may be directed to HR@txnp.uscourts.gov. Additional information about employment within U.S. Probation & Pretrial Services, and blank application and references forms may be found [here](#).

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