GILA COUNTY HUMAN RESOURCES

JOB ANNOUNCEMENT

1400 E. ASH STREET, GLOBE, AZ 85501

POSTED: NOVEMBER 13, 2014
CLOSING DATE: NOVEMBER 19, 2014

DEPARTMENT: **Superior Court**

POSITION: **Administrative Clerk Sr.**

LOCATION: **Payson**

JOB CODE: **14-084**

ANNUAL SALARY: **$23,979.00**

PURPOSE OF THE JOB

The purpose of this position is to facilitate the administrative processes of the Probation Department, and to provide quality customer service. The position provides administrative support to probation officers and administrators including but not limited to: document preparation; coordination of the flow of judicial documents and filings from the Clerk of the Superior Court; data-entry; file maintenance; calendar management; meeting and training coordination and accounting functions.

SUPERVISORY RESPONSIBILITIES

This position does not supervise other employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES	TIME SPENT
• Prepares highly complex and specialized clerical documents; distributes a variety of legal forms, along with spreadsheets, reports, and confidential correspondence by interpreting and consolidating materials from several sources; initiates, maintains and updates client's court cases, demographic information; enters statewide and national warrants and summonses into electronic databases; mails notices, certified mailings, and victim notifications and notarizes documents for court purposes. Files legal documentation at the Clerk of the Superior Courts office on a daily basis before distributing filed copies to appropriate parties. May act as Court Clerk in specialized hearings; generates contracts/directives for clients, records related orders and files with the Clerk of the Superior Court; types correspondence, reports, forms, meeting minutes, memorandas, newsletters and specialized documents; performs quality assurance duties as it relates to electronic databases and reporting.	50%
• Assists public and volunteers in person or by phone, answering inquiries related to department services and programs; solicits and obtains basic information needed in order to determine appropriate action(s) to be taken; resolves discrepancies or errors, disperses relevant information, or refers clients to the appropriate personnel or location; responds to inquiries from Superior Court, public, volunteers, attorneys and law enforcement representatives; gathers information needed to respond to inquiries by researching case status, case documents and file notations or rules/procedures/codes on specific questions, which requires distinguishing between and consideration of, sensitive/protected and public information; and make copies of files as requested in accordance with department policies; assists staff and volunteers with conferences, training sessions and community events; may conduct training classes offered by the department.	20%
• Basic accounting duties may include billing other agencies for services rendered. Retrievals from Arizona Judicial Automated Case Management Systems (AJACS) minute entries needed to maintain electronic client file and accounting costs details in order to monitor and log payments of fines, fees, and charges associated with court cases; and accepts and processes Intensive Probation Service payments; enters details of eligible adult and juvenile clients and their parents' and/or guardians' details into Tax Intercept Program (TIP); works with probation officers in gathering all information needed prior to entering relevant clients' details; sends clients notifications of their entry into TIP. • Updates clients' balance information in TIP upon receipt of payment; researches validity of balance and verifies identity of every intercepted client; finalizes return amount on Tax Intercept Database; and answers any client inquiries regarding TIP.	30%
• Performs other duties as assigned.	

BUDGET RESPONSIBILITIES

This position has no responsibilities over any type of budget.

PROJECT RESPONSIBILITIES

Provides project research support on quality assurance projects and process improvement projects.

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ORAL COMMUNICATION DUTIES

This position trains colleagues; explains County procedures; and responds to public inquiries.

WRITTEN COMMUNICATION DUTIES

This position creates or edits documents, internal memos, formal letters, emails, and reports.

INTERACTIONS WITH THE GENERAL PUBLIC

Interacts extensively with employees, volunteers, customers, the general public, vendors, regulatory bodies, and other groups and/or individuals and Institutions over the telephone, by email, and/or in person.

INTERACTIONS SPECIFICALLY WITH CUSTOMERS

Continuously (More than 70% but less than 85% in a year)

MINIMUM EDUCATION REQUIRED

High School Diploma or GED

MINIMUM YEARS OF DIRECTLY RELATED EXPERIENCE REQUIRED

Two (2) years directly related experience; or equivalent combination of education, training and experience.

PROFESSIONAL CREDENTIALS REQUIRED

Committee on Judicial Education and Training for the stale, requires 16 hours of training per year; valid Arizona Driver's License. Notary Public in and for the State of Arizona and the County of Gila, preferred.

KNOWLEDGE REQUIRED

Database management, clerical, customer and personal service, accounting, federal, state, local laws, regulations, statutes, legal terminology, forms and documentation, legal processes and procedures; court processes and procedures for filing of legal documents.

SKILLS REQUIRED

Active learning, critical thinking, communicating diplomatically, problem solving, analyzing operations, time management, multi-tasking, typing and data entry.

ABILITIES REQUIRED

Make sense of multiple data, focus, multi-task, react in calm and timely manner, deductive reasoning.

PHYSICAL DEMANDS

- Occasionally stands to attend to customers.
- Regularly sits to attend to reception areas.
- May be required to lift work related materials and equipment up to 25 lbs.
- Constantly requires dexterity for keyboard operation.
- Incumbents in this position may be required to routinely walk to and from work sites; occasionally kneel and twist.

WORK ENVIRONMENT

This position constantly spends time in office environment; constantly spends time in lobby environment; routinely spends time in courtroom; and occasionally spends time in automobile.

SAFETY RISK EXPOSURE

Incumbents in this position may become exposed to telephone verbal abuse by customers, clients or citizens, individuals with high level of emotional distress, physical danger, blood-borne pathogen and communicable diseases.

PROTECTIVE GEAR & SAFETY MANUALS

This position is required to constantly follow written safety procedures and manuals relevant to the division or department.

CONSEQUENCES OF ERROR

Potential errors can result in unfavorable public perceptions and legal ramifications.

NOTICE: APPLICANTS MAY BE REQUIRED TO FURNISH, AT THEIR OWN EXPENSE, DOCUMENTARY PROOF OF EDUCATIONS, CERTIFICATION, REGISTRATION, LICENSE OR ANY OTHER PROOF OF COMPETENCY AS REQUIRED IN THE OFFICIAL CLASSIFICATION DESCRIPTION OR ANNOUNCEMENT AND MAY BE REQUIRED TO UNDERGO PHYSICAL, PSYCHOLOGICAL AND/OR BACKGROUND INVESTIGATIONS AS A CONTINUING CONDITION OF EMPLOYMENT. FURTHER, APPLICANTS FOR POSITIONS REQUIRING OPERATION OF A COUNTY OR PERSONAL VEHICLE ON OFFICIAL BUSINESS MUST POSSESS AND MAINTAIN COUNTY OR PERSONAL VEHICLE OPERATORS LICENSE. GILA COUNTY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGION, AGE OR DISABILITY, AND FAMILIAL STATUS IN EMPLOYMENT OR THE PROVISIONS OF SERVICE. AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER.