

GILA COUNTY HUMAN RESOURCES
JOB ANNOUNCEMENT
 1400 E. ASH STREET, GLOBE, AZ 85501



POSTED MARCH 4, 2015
CLOSING DATE: MARCH 25, 2015

DEPARTMENT: Globe Justice Court

POSITION: Justice Court Clerk Associate

LOCATION: Globe

JOB CODE: 15-021

ANNUAL SALARY: \$21,798-\$23,432 DOE

PURPOSE OF THE JOB

The purpose of this position is to facilitate the administrative processes of the court while providing customer service. This position processes court monies, provides customer service, oversees case flow for motions and correspondence, helps train new cashiers, and dispatches mail. Provides administrative support and performs a variety of legal clerical functions for the court. Provides high volume customer service to the public, performs diversified clerical work supporting the front office in clerical and financial operations. Actively works in collecting on past due accounts in a variety of ways. Follows through with the procedures of the Judicial Department, as well as, the guidelines given by Arizona Supreme Court.

SUPERVISORY RESPONSIBILITIES

This position does not supervise other employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES	TIME SPENT
<ul style="list-style-type: none"> Processes court monies via mail, counter and online. Answers telephone and provides customer service including greeting the public, providing filing information for cases, accepting payments, issues receipts, rescheduling court dates and responding to general inquiries. 	15%
<ul style="list-style-type: none"> Provides friendly customer service to public who may be hostile or upset. Receives and examines legal documents for sufficiency, completeness, conformity, jurisdiction and/or validity before acceptance for action by the Court; certifies or files documents; open Court cases in court system; prepares document files; files a variety of legal documents and related case materials, searches for missing files; copies materials requested from files and sends to requesting individual/agencies; following procedures for updating, scanning and/or purging files. 	15%
<ul style="list-style-type: none"> Oversees case flow for motions and correspondence. Enters and tracks data in automated case management system; queries automated docket to extract and provide case information. 	10%
<ul style="list-style-type: none"> Receives small claims and civil filings. Assists the public either on the phone or over the counter in the use of court forms, documents filing procedures and other such matters requiring the application of technical/legal/judicial procedures and practices; receives and completes orders for services/materials from public or employees; evaluates need for service and directs individuals/calls to appropriate office; assists individuals in locating material/information; explains fees and fines. 	10%
<ul style="list-style-type: none"> Serves as lead counter clerk and helps assist and train new cashiers. Responds to inquires from the public, attorneys, case witnesses, and law enforcement representatives; gathers information needed to respond to inquiries by researching case status, case documents and the notations or rules/procedures/codes on specific questions which requires distinguishing between, and consideration of sensitive/protected public information and may require understanding or interpretation/explanation of legal documents, legal/court procedure regarding case/processing and status; makes copies of files and requests in accordance with department policy. 	10%
<ul style="list-style-type: none"> Receives, computes, classifies and posts fees and/or fines for criminal, criminal traffic and civil cases; issues receipts; posts and reconciles account records for daily activity. 	10%
<ul style="list-style-type: none"> Processes responses from judge and dispatches mail. Analyzes, docket, indexes, and processes legal documents, judgments and minute entries as required; prepares legal documentation pursuant to court orders, rules and statutes. 	10%
<ul style="list-style-type: none"> Conducts ongoing research to locate cases and files. Knowledge in computer software such as Word, Excel, etc. Compose written documents and prepare routine reports and correspondence related to official court actions. Composes correspondence to Defendants, law enforcement, attorneys and other entities. 	10%
<ul style="list-style-type: none"> Uses office equipment such as copiers, cash registers, scanners and computers. Compose written documents and prepare routine reports and correspondence related to official court actions. 	10%
<ul style="list-style-type: none"> Performs other duties as assigned 	

Continued on next page...

BUDGET RESPONSIBILITIES

This position has no responsibility over any types of budget.

PROJECT RESPONSIBILITIES

This position does not have project responsibilities.

ORAL COMMUNICATION DUTIES

This position explains County procedures.

WRITTEN COMMUNICATION DUTIES

This position creates or edits reports and emails.

INTERACTIONS WITH THE GENERAL PUBLIC

Interacts extensively with employees, 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

One (1) year experience; or equivalent combination of education, training and experience.

PROFESSIONAL CREDENTIALS REQUIRED

None

KNOWLEDGE REQUIRED

Customer and personal service, legal terminology and documentation; general court procedures and protocol; methods and standards for processing legal documentation; customer service standards and protocol; general office practices and equipment; correct business English, including spelling, grammar and punctuation; business and personal computers and business office software applications. Cash handling processes; case management; courts, clerical, basic traffic and criminal and civil procedures. Continues with the education requirements by Supreme Court each year (16 COJET Credit hours) and may attend any other training requested by the department.

SKILLS REQUIRED

Active learning, reading, customer service, negotiating, problem solving, troubleshooting, multi-tasking, typing and data entry; customer service, listening, problem recognition, multi-tasking, typing and data entry abilities; memorize and recall; maintain calm demeanor in stressful situations; follow orders, provide clear and concise information in a comprehensive manner to attorneys, litigants, and public; establish and maintain cooperative working relationships with judges, attorneys, law enforcement agencies and other participants in the criminal justice process; effectively communicating in written and verbal forms; writing and completing accurate reports, legal documents and correspondence; effectively relate to people of diverse socioeconomic backgrounds and temperaments.

ABILITIES REQUIRED

Solve problem sensibly and swiftly; focus, multi-task, react in a calm and timely manner, maintain calm demeanor in stressful situation; examines documents for completeness, sufficiency, validity and conformity; process documents according to established procedures, understand, explain and/or take action based on court minutes or case file notations; use automated information storage and retrieval system; demonstrates fact and diplomacy; organize and prioritize work assignments; follow verbal and written instructions; maintain confidentiality of information; work independently; make basic arithmetical calculations; establish and maintain cooperative working relationships; maintain currency with changes in law and procedure effecting work; regulations, procedures and/or technical reference materials to new and/or unusual circumstance. Coordinate and perform legal clerical functions; understand and prepare legal documentation; assist with issuing warrants, sanctions and summons; process civil traffic pleas by mail; receive and process court payments, balance cash drawers; provide customer service to the public and relevant parties.

PHYSICAL DEMANDS

- Rarely sits to operate special equipment, attend to reception areas, and perform watchmen duties; routinely sits to attend to other duties, and to complete a program.
- May be required to lift work related materials, equipment, tools, and/or gears; up to 10 lbs.

Continued on next page...

- Rarely requires dexterity for peacekeeping tools, special gadgets, and special machines; routinely requires dexterity for keyboard operation.
- Incumbents in this position may be required to walk to and from work sites, bend, stoop, crawl, kneel and twist.

WORK ENVIRONMENT

This position constantly spends time in office environment.

SAFETY RISK EXPOSURE

Incumbents in this position are generally not exposed to safety risk. Occasionally, may become exposed to telephone verbal abuse by customers, patients, or citizens and individuals with high level of emotional distress.

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 cause inconveniences to other employees, and/or delays in related work areas. Delays in services are possible.

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.