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**

LOCATION: **Globe**

JOB CODE: **15-023**

ANNUAL SALARY: **$25.233-$27,125 DOE**

PURPOSE OF THE JOB

The purpose of this position is to assist the Court in the judicial process of assessing and collecting fees, fines, and costs to ensure compliance with court orders and increase collection rates. This position issues and distributes warrants, provides customer service and maintains files. Active in collecting in past due accounts. Issues and distributes warrants, provides high volume customer service and maintains files. Performs diversified clerical work, places delinquent cases into collections with F.A.R.E., provides administrative support and performs a variety of clerical functions.

SUPERVISORY RESPONSIBILITIES

This position does not supervise other employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES	TIME SPENT
• Provides customer service by answering inquiries on cases regarding fines, fees, payments, due dates, warrants, suspensions, and requirement compliance; answers telephone and provides customer service including greeting the public, providing filing information for cases, accepting payments, issuing receipts, rescheduling court dates and responding to general inquiries.	20%
• Receives and processes court payments, issues receipts, reschedules court payment due dates, updates address and phone number information and processes bonds to appropriate folders; enters payment information into computer system. 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; follows procedures for updating, scanning and/or purging files.	10%
• Enters and tracks data in automated cases management system; queries automated docket to extract and provide case information.	10%
• Assists the public either on the phone or over the counter in the use of court forms, document filing procedures and other such matters requiring the application of technical/legal/judicial procedures and practices; received and completes orders for services/materials from public or employees; evaluates need for service and directs individual/calls to appropriate office; assists individuals in locating material/information; explains fees and fines.	10%
• Issues warrants; prepares related files and dockets entries. Responds to inquiries 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%
• 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%
• Analyzes, dockets, indexes and processes legal documents, judgments, and minute entries as required; prepares legal documentation pursuant to court orders, rules and statutes.	10%
• Issues warrants and sanctions to help ensure efficient case flow in the Court. Composes correspondence to Defendants, law enforcement, attorneys and other entities.	10%
• Uses office equipment such as copiers, cash registers, scanner and computers. Must have some knowledge in computer software such as Word, Excel, etc. Compose written documents and prepare routine reports and correspondence related to official court actions.	10%
• 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 trains colleagues; explains County procedures; and responds to public inquiries.

WRITTEN COMMUNICATION DUTIES

This position creates or edits documents; formal letters; emails; and reports.

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

Always (More than 85% in a year)

MINIMUM EDUCATION REQUIRED

High School Diploma or GED

MINIMUM YEARS OF DIRECTLY RELATED EXPERIENCE REQUIRED

One (1) year clerical experience; legal terminology preferred, demonstrated computer skills in working with word processing, spreadsheet and email software; or equivalent combination of education, training and experience.

PROFESSIONAL CREDENTIALS REQUIRED/PREFERRED

None

KNOWLEDGE REQUIRED

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 arithmetic; business and personal computers, and business office software applications. Arizona Judicial Code of Conduct: filing, alphabetizing and phone etiquettes.

SKILLS REQUIRED

Customer service, listening, problem recognition, multi-tasking, typing and data entry abilities; explaining court procedures and processes in a clear, concise, and comprehensive manner to attorneys, litigants, and the public; establishing and maintaining 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 correspondence; effectively relate to people of diverse socioeconomic backgrounds and temperaments. Active in collections and must know basic arithmetic and grammar and skilled in the use of office equipment.

ABILITIES REQUIRED

Ability to coordinate and perform legal clerical functions; understand and prepare legal documentation; issuing warrants, and sanctions; multi-task, memorize and recall, maintain a calm demeanor in stressful situations, follow orders, provide clear and concise verbal response to questions. 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; demonstrate tact and diplomacy; organize and prioritize work assignments; follow verbal and written instructions; maintain confidentiality; work independently ; establish and maintain currency with changes in law and procedure effecting work; research and apply regulations, procedures and/or technical reference materials to a new and/or unusual circumstances.

PHYSICAL DEMANDS

- Occasionally stands to attend to customers; may be required to lift work related materials, equipment, tools, and/or gears up to 25 lbs.
- Constantly requires dexterity for keyboard operation.
- Incumbents in this position may be required to occasionally walk to and from work sites and occasionally kneel.

WORK ENVIRONMENT

This position constantly spends time in office environment.

Continued on next page…

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.

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 minor delay or inconvenience. Errors can be detected early.

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.