

GILA COUNTY HUMAN RESOURCES

JOB ANNOUNCEMENT

1400 E. ASH STREET, GLOBE, AZ 85501



POSTED: MAY 21, 2015
CLOSING DATE: JUNE 19, 2015

DEPARTMENT: Payson Justice Court

POSITION: Justice Court Clerk Associate

LOCATION: Payson

JOB CODE: 15-039

ANNUAL SALARY: \$21,798.00-\$23,433.00

PURPOSE OF THE JOB

The purpose of this position is to keep the public and court staff informed of the progress of cases and to facilitate the process of new case filings in the court. This position also assists with maintaining a filing system, preparing and entering new case files.

Accepts filing, motions and other documents for cases.

This position provides customer service and processes mail and payments as well as a range of case filings.

SUPERVISORY RESPONSIBILITIES

This position does not supervise other employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES	TIME SPENT
<ul style="list-style-type: none">Provides customer service at counter, answering basic questions regarding status and outcomes of cases; greets the public, directs the public to proper locations, providing filing information for cases, accepting payments, issuing receipts, rescheduling payment dates and responding to general inquiries.	30%
<ul style="list-style-type: none">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.	20%
<ul style="list-style-type: none">Provides customer service to parties regarding civil traffic, criminal traffic and municipal code violations; coordinates related documentation; prepares case folders; enters related information into computer system and files and docket motions; processes civil filings, such as civil and small claims, forcible detainers, and orders of protection.	35%
<ul style="list-style-type: none">Processes departmental mail including date stamping, opening, logging and distributing mail; performs data entry regarding citations, long form complaints and bad check complaints.	5%
<ul style="list-style-type: none">Coordinates motions and dismissals for a variety of cases, traffic school extensions and sanction fees, suspensions, and alcohol/domestic violence compliance activities.	5%
<ul style="list-style-type: none">Manages and balances assigned cash drawer; runs settlement reports on credit card machines as required.	5%
<ul style="list-style-type: none">Performs other duties as assigned.	

BUDGET RESPONSIBILITIES

This position has no responsibility over any types of budget.

PROJECT RESPONSIBILITIES

This position does not have project responsibilities.

ORAL COMMUNICATION DUTIES

Explains County procedures and processes to the public. Responds to questions or concerns of the public.

WRITTEN COMMUNICATION DUTIES

This position creates and/or edits emails on a daily basis. Writes basic correspondence to customers and prepares forms for files and copies to customers daily.

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.

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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 clerical experience required.

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.

SKILLS REQUIRED

Active listening, reading, communicating diplomatically, customer service, time management, multi-tasking, typing and data entry. Skills in 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 reports, legal documents and correspondence; effectively relate to people of diverse socioeconomic backgrounds and temperaments.

ABILITIES REQUIRED

Fully and quickly comprehend spoken words, memorize and recall, multi-task, speak clearly and sensibly, maintain calm demeanor in stressful situations, ability to coordinate and perform legal clerical functions; understand and prepare legal documentation; assist with issuing warrants, sanctions and summons; receive and process court payments; balance cash drawers; provide customer service to the public and other relevant parties, explaining procedures and processes and assisting with motions and case filings.

PHYSICAL DEMANDS

- Occasionally lifts under 10 lbs. of work related materials, equipment, tools, and/or gears.
- Constantly requires dexterity for keyboard operation.
- Incumbents in this position may be required to occasionally bend, kneel and twist.

WORK ENVIRONMENT

Incumbents in this position constantly spend time in office environment, classroom, training room, auditorium.

SAFETY RISK EXPOSURE

Incumbents in this position are generally not exposed to safety risk; may become exposed to occasional telephone verbal abuse by customers, patients, or citizens.

PROTECTIVE GEAR & SAFETY MANUALS

Incumbents in this position are required to constantly follow written safety procedures and manuals relevant to the division or department.

CONSEQUENCES OF ERROR

Potential errors can cause inconvenience 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.