

GILA COUNTY HUMAN RESOURCES

JOB ANNOUNCEMENT

1400 E. ASH STREET, GLOBE, AZ 85501



POSTED: FEBRUARY 19, 2020
OPEN UNTIL FILLED

DEPARTMENT: Payson Justice Court

POSITION: Justice Court Clerk

LOCATION: Payson

JOB CODE: 20-010

ANNUAL SALARY: \$29,247-\$40,214 DOE

PURPOSE OF THE JOB

The purpose of this position is to facilitate the process of new case filings in the court. Assisting with customer service over the phone or in person. Processing mail, motions and completing other procedures as required for case management. Customer assistance more detailed in nature relating to civil matters, orders of protection, injunctions of harassment and forcible detainers. Assisting criminal clerk with sentencing more detailed in nature for criminal cases requiring fine and surcharge details. This position processes incoming cases and orders, maintains files, provides customer service and provides backup assistance as a criminal clerk.

SUPERVISORY RESPONSIBILITIES

This position does not supervise other employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES	TIME SPENT
<ul style="list-style-type: none">Provides customer service, provides policy and procedural answers to questions relating to civil issues and traffic cases on the phone or in person.	60%
<ul style="list-style-type: none">Maintains filing system, processes department mail including motions and other filings related to case processing and mangement. Issues correspondence, reviews files, determines best procedure as needed.	20%
<ul style="list-style-type: none">Processes incoming civil cases, small claims cases, orders of protection, injunctions against harassment and forcible detainers. As well as traffic cases with some criminal entry.	10%
<ul style="list-style-type: none">Provides backup as criminal clerk, processing criminal and traffic payments and helping train new clerks.	10%
<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

This position trains colleagues, explains County procedures or processes and responds to public inquiries.

WRITTEN COMMUNICATION DUTIES

This position creates or edits documents, internal memos, emails, formal letters and reports. Writes basic correspondence to customers, prepares forms for files and copies for customers.

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 court clerk experience and knowledge of case processing systems or equivalent combination of education, training and experience.

PROFESSIONAL CREDENTIALS REQUIRED/PREFERED

None

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KNOWLEDGE REQUIRED

Clerical, customer and personal service, computers, copies, fax and other standard office equipment.

SKILLS REQUIRED

Active learning, active listening, critical thinking, communicating diplomatically, customer service, time management, multi-tasking, typing and data entry.

ABILITIES REQUIRED

Ability to focus, multi-task, maintain calm demeanor in stressful situations. The employee must be experienced with the work routine and use judgment in determining the most appropriate procedures and or guidelines utilized. Independent judgment is required to select and apply the most appropriate available solutions and resources. Supervisor provides general instructions and reviews work to remain aware of progress, work methods and technical accuracy. In many cases the work requires self-checking requiring specific outcomes to occur before proceeding. Must memorize and recall process and procedures, rules and laws.

PHYSICAL DEMANDS

- Occasionally stands to attend to cash register.
- Regularly lifts under 10 lbs. of work related materials or equipment.
- Constantly requires dexterity for keyboard operation.
- Incumbents in this position may be required to routinely walk to and from work sites, bend, stoop, crawl, kneel, and twist.

WORK ENVIRONMENT

Incumbents in this position constantly spends time in office environment, in lobby, reception area.

SAFETY RISK EXPOSURE

Incumbents in this position are generally not exposed to safety risk; occasionally may become exposed to telephone and in person verbal abuse by customers or citizens, and/or emotional individuals. Incumbents may occasionally be exposed to individuals with weapons or out of control individuals.

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 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.