

Office Specialist – District Court

GENERAL SUMMARY

Primary function of this job is to provide varied and complex administrative office support and customer service assistance, requiring significant knowledge of and experience with District Court processes and procedures. Employees in this job have no formal supervisory role, however, may train, guide or lead employees in the designated work unit. Employees work as part of a team and are responsible for ensuring that the team meets its objectives. This is a front-line customer service position that requires considerable skill, tact and discretion in dealing with a high volume of issues and people.

Employees must meet the minimum requirements, conditions of employment, and be able to successfully perform all essential duties and responsibilities with or without reasonable accommodations.

PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)

- Answers multi-line telephone system and assists clients at the customer counter, providing comprehensive customer service, including delivery of accurate, prompt, and courteous assistance on complex policies, guidelines and standard practices to internal and external customers, both verbally and in writing.
- Provides direction to clients on court processes and procedures, directs clients to appropriate resources and forms, requires extensive knowledge of District Court processes and procedures.
- Assist clients in making cash payments, including posting bond money, and providing appropriate receipts.
- Performs mathematical calculations to balance, reconcile and maintain cash drawer.
- Sort, process and distribute daily mail, which includes the preparation and proper scanning of documents for electronic imaging.
- Must be capable of dealing with customers who may be hostile or irate, intoxicated, mentally unstable or violence prone. May need to ascertain a proper course of action to avoid confrontation.
- Assembles information into proper form, files with appropriate court, and maintains control over the flow of documents, records, and files.
- Creates and maintains filed case in applicable computerized systems, including the assignment of appropriate judge.
- Opens and processes case files in assigned area.
- Check in clients for appointments and review paperwork for completeness.

EDUCATION, FORMAL TRAINING, AND EXPERIENCE (minimum requirements)

- Graduation from High School, or G.E.D.
- One to two years directly related experience
- College level course work in a related field may substitute for up to one year of experience

CERTIFICATIONS, LICENSES

- None required

CONDITIONS OF EMPLOYMENT (minimum requirements - legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.)

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include but is not limited to confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position.

DISTINGUISHING CHARACTERISTICS

Work involves gathering and analyzing information to determine the best course of action, based on general guidelines or rules of operations. This requires the use of judgment to choose alternatives, many of which may be correct, but one is better than another depending on the situation. Errors at this level could cause serious, but short-term consequences involving significant financial impact or cost, reduced service to the public, and/or strong negative citizen reaction requiring intervention from a higher-level manager and could impact others outside of the department.

Compared to the Circuit Court Specialist classification, work requires less experience and less knowledge (at entry) regarding legal proceedings and court procedures. Also, work typically focuses on one subject area.

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS

- Work is performed in an office environment
- May be required to reach with hands and arms; sit; stand; talk and hear; use hands to finger, handle, or feel
- May be required to lift/move up to 50 pounds (such as a box of paper)
- May be exposed to criminal suspects or prison inmate

KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES (minimum requirements)

- Proficiency in English grammar, spelling, punctuation, and simple mathematical functions such as addition, subtraction, multiplication, division, percentages, ratios, etc.
- Knowledge of generally accepted accounting and bookkeeping principles
- Ability to comprehend, process and apply both verbal and written skills appropriate to the job
- Specialized knowledge related to the department or function
- Ability to detect errors, determine causes, and make corrections as appropriate
- Skill in operation of modern office equipment such as personal computer, facsimile, copiers, scanners, and telephones
- Skill in use of personal computer software, including spreadsheet development, word processing and document imaging.
- Interpersonal skills necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and representatives of other agencies.
- Skilled in researching and resolving problems to ensure compliance
- Ability to develop, layout and implement clerical procedures and operations from general instructions
- Ability to explain complex policies and processes in layman's terms
- Ability to coordinate meetings effectively and efficiently
- Ability to accurately organize and maintain paper documents and electronic files
- Ability to maintain the confidentiality of information and professional boundaries.
- Able to use County resources effectively and efficiently.