

## LEAD COURT SPECIALIST

### JOB DESCRIPTION

**Classification Responsibilities:** A Lead Court Specialist is responsible for providing lead supervision over the Court Specialists in one of the three responsibility areas within the City Court: Customer Services, Court Services, and Collections. The lead responsibilities for this class include: training new hires and staff; scheduling to ensure coverage for the assigned responsibility area; timekeeping; assisting with the daily operations; reviewing the work of subordinates; providing input on staff performance appraisals; working with the supervisor to address staff issues and conflicts; preparing/modifying work procedures as needed; and preparing agendas and conducting staff meetings. This position is responsible for performing related duties as required.

**Distinguishing Features:** A Lead Court Specialist must thoroughly understand the full scope of court procedures and processes in order to respond effectively to the most difficult questions from defendants, City Prosecutor's staff, Police Department personnel, attorneys, governmental agencies, and other City employees. The public contact work of this class requires considerable tact, patience, and persuasion in interacting with angry, confused, and/or hostile citizens while providing information and explanations concerning City codes and ordinances and City Court processes and procedures. The Lead Court Specialist class differs from the Court Supervisor class by the latter having full supervisory responsibility. This class differs from the Court Specialist class by having lead supervisory responsibility. This class receives general supervision from a Court Supervisor through meetings, reports, and conferences regarding volume, accuracy, and timeliness of work completed. An employee in this class may be required to work holidays and/or weekends. This class is FLSA nonexempt.

### QUALIFICATIONS

**Minimum Qualification(s) Required.** Any combination of training, education, and experience equivalent to graduation from high school or GED. Extensive (5+ years) clerical/paraprofessional experience involving face-to-face public contact, customer service, or cashiering. A minimum of two years with the City of Mesa as a Court Specialist will also be considered qualifying. Graduation from an accredited college or university with an Associate's Degree or Bachelor's Degree in a related field may substitute for two years of experience.

**Special Requirement(s).** For this position, an individual receiving a conditional offer of employment from the City of Mesa must pass a background investigation through the City of Mesa Police Department, the Arizona Department of Public Safety, and Federal Bureau of Investigation prior to commencing employment with the City of Mesa.

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualification(s).** None.

### ESSENTIAL FUNCTIONS

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

**Communication:** Explains ordinances, policies, and operating procedures related to an assigned work area to citizens and defendants. Interacts with defense attorneys, City Prosecutors, City Magistrates, and coworkers to establish and maintain effective working relationships. Interacts with people who are confused, angry, or openly hostile to ensure clarification of court procedures and related legal requirements. Prepares memos and letters in communicating with other employees, management, and the general public. Answers work-related questions from subordinate-level personnel.

**Manual/Physical:** Processes, records, types, and researches court documents and computerized data. Maintains a cash drawer, ten-key calculator, and a variety of office equipment. Enters narrative and statistical information into a computerized records system to update the court system records and generate various documents. Accesses information from a computerized records system. Prepares various forms, tabulates activities for statistical purposes, and files reports and forms for court records. Processes appeals, initiates transcripts, and follows through with appropriate forms. Prepares and reviews appropriate legal documents for pre-trials, arraignments, custody hearings, trials, and other court hearings. Sorts, separates, files, or distributes incoming mail, products, or other material to ensure that court operations are carried out in an efficient manner. Meets scheduling and attendance requirements.

**Mental:** Supervises subordinate personnel in a lead capacity by setting work priorities, developing work schedules, and maintaining primary responsibility for training. Applies written policies and operating procedures to complete work assignments. Interprets ordinances, policies, and operating procedures related to an assigned work area for citizens and defendants. Understands court procedures related to a variety of violations and activities. Reviews financial and other computer transactions and file records/logs on a case to ensure that computer and file records correspond, and when errors are identified, routes the file accordingly to ensure all errors are resolved in a timely manner. Schedules court appearances, prepares for courtroom duty, and arranges files in appearance order. Prioritizes work assignments. Attends to details to ensure the correct forms are completed accurately and distributed appropriately. Maintains a log to record work accomplished and results. Attends to detailed information such as the correctness of bond amounts, docket number, bondholder's name and address, and record of warrants while processing cash bonds received from the Mesa Police Department and other jurisdictions. Reconciles the daily financial report by verifying amounts to be refunded or transferred. Learns job-related material through on-the-job training regarding job procedures, computer transactions, and court policies and procedures.

**Knowledge and Abilities:**

Knowledge of:

modern office procedures, methods, and computer equipment;  
retrieving and interpreting a credit report;  
retrieving Arizona Motor Vehicle Department (MVD) reports;  
general court policies and procedures;  
court-oriented computerized data systems including procedures for entry and retrieval of information,

applicable codes, and methods of error correction;  
the procedures and rules for notifying the Arizona MVD of suspended driving privileges;  
court disposition codes;  
the procedures and rules for ordering and issuing warrants for failure to pay fines;  
jury systems and procedures;  
courtroom practices, procedures, operations, maintenance of case records, and processes for sentencing and violations;  
basic customer services and public relations techniques; and  
the practices and procedures of lead employee supervision and training.

Ability to:

maintain order and decorum in the courtroom;  
remain calm and professional when dealing with frustrated and angry public;  
apply or adapt established guidelines and procedures to various court transactions; and  
establish and maintain effective working relationships with outside agencies, defense attorneys, City Prosecutors, City Magistrates, management, and coworkers.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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EEO-A/S

NDOT SAFETY-No

NDOT RANDOM-No

DOT SAFETY-No

RESP-No

JOB FCTN-OFF

INCREMENTS 62-200

PAY GRADE: 42

SECURITY-No

CDL-No

IND-8810

SWORN-No