

## COURT RECORDS TECHNICIAN

### JOB DESCRIPTION

**Classification Responsibilities:** A Court Records Technician performs specialized clerical work involving: the maintenance, compilation, and dissemination of complex court records. Incumbents of this class have public contact responsibilities (by mail, email, in-person, and telephone) providing information concerning the City Court's processes and procedures. Duties include: extensive scanning, retrieving, and distributing electronic court records and related confidential information; answering telephone and mail inquiries, which typically involve locating records or explaining procedures to the general public or other agencies; complying with the Arizona Supreme Court's Record Retention Schedule, which involves storage and destruction of off-site records; processing certified copy requests within legally-required timelines; and entering data into an automated Court records system. A Court Records Technician also learns how to run and process internal system reports, perform records checks on a computer terminal, and utilize various types of information to determine if there are active warrants, etc., on a court case. This class performs related duties as required.

**Distinguishing Features:** The Court Records Technician is distinguished from the Court Specialist by the latter's increased level of responsibility to include: a more in-depth knowledge of statutes, ordinances, and rules of the court, and more extensive public contact. All work is performed in accordance with established departmental policies and procedures, and federal/state guidelines regarding the privacy and security of records. This class is supervised by the Court Supervisor through meetings and conferences regarding volume, accuracy, and timeliness of work completed. This class is FLSA nonexempt.

### QUALIFICATIONS

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

**Minimum Qualifications Required.** Graduation from high school or GED. Good (1 - 3 years) clerical experience involving customer service.

**Special Requirements.** 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 the Federal Bureau of Investigation prior to commencing employment with the City of Mesa.

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualifications.** Supplemental training in typing, word processing, data entry, scanning, office equipment, and office procedures is highly desirable.

### 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 applicable to the City Court. Interacts with defendants by mail, email, in-person, and on the telephone to explain court procedures and related legal requirements. Responds to general questions, requests, and inquiries regarding court procedures. Prepares written correspondence including certified copies, letters, forms for processing service requests, and retention-related duties to communicate with management, other City employees, the public, law enforcement agencies, and other agencies. All correspondence requires clearly organized thoughts using proper sentence structure, punctuation, and grammar.

**Manual/Physical:** Operates a variety of standard office equipment, including a computer, printer, copy machine, facsimile machine, microfilm machine, typewriter, and telephone. Operates a computerized records system by entering narrative and statistical information and accessing the system. Enters data and information into a personal computer (PC) to update the court system records, and generates various documents relating to record requests. Distinguishes color codes to ensure that color-coded court records are filed in the appropriate areas within the designated time frames. Files original case files, certified mail cards, and all other related documents. Prepares copied case records to mail out to the proper person or agency. Sorts incoming mail and interfiles it in the case file, as required. Performs physical inventories of office supplies relating to terminated report processing and storage. Utilizes a stepladder to access records. Utilizes a cart to move boxes of case files weighing up to 20 - 50 pounds for distances up to 50 feet.

**Mental:** Learns to do the following through on-the-job training and classroom instruction: interpret Administrative orders, ordinances, and policies applicable to the City Court; apply policies and operating procedures to complete work assignments; assist internal and external customers with locating case files; and processing record requests. Comprehends information from court documents in order to provide requested information and enter correct data into an automated court records system.

**Knowledge/Abilities:**

Knowledge of:

modern office practices, procedures, and equipment;  
business English, grammar, spelling, and basic arithmetic;  
basic telephone etiquette;  
the general procedures and processes associated with the City Court;  
typing and/or data entry skills;  
customer service and public relation techniques; and  
computerized data systems, including procedures for entry and retrieval of information, applicable codes, and methods of error correction.

Ability to:

file alphabetically and numerically;  
interact tactfully and courteously with people who are confused and/or angry to ensure clarification of court record request procedures and related legal requirements;  
learn the appropriate responses to routine telephone and public information requests;  
learn departmental objectives, policies, procedures, and terminology;  
learn applicable federal and state requirements;

use customer relation skills, and establish and maintain effective working relationships with management, the general public, and other employees;  
follow verbal and written instructions;  
learn to prepare necessary forms to request off-site file retrieval and storage;  
learn data entry and how to decipher records on the ACIST computer system;  
remain calm and think clearly and quickly in emotional situations;  
maintain confidentiality and security of records and information;  
cope with a rapidly changing work environment; and  
handle the physical requirements of the position (example: bending, stooping, lifting, and standing for long periods of time).

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.

Revised 1/24

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INCREMENTS 43-200

PAY GRADE: 39

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