

COURT SPECIALIST

JOB DESCRIPTION

Classification Responsibilities: A Court Specialist performs a variety of responsible, highly skilled clerical and paraprofessional tasks including administrative, judicial support, and public contact duties in one of the operational divisions within the Municipal Court. Assignments require a high degree of thoroughness and accuracy in performing administrative details within established time constraints while complying with strict Court policies and procedures. The Court Specialist position is responsible for performing related duties as required.

Customer Service Unit Assignment: Provide customer service to court visitors in person and on the phone. Manage and reconcile a cash drawer daily. Conducts civil traffic Arraignments for uncontested civil traffic and parking violations at the customer service counter according to Administrative Order 2014-102. Accessing and interpreting a credit report. Reconciles the daily financial report by verifying amounts to be refunded or transferred. Reviews financial and other computer transactions and electronic documentation on a case to ensure that computer records correspond, and when errors are identified, routes the issue accordingly. Reviews reports for driver's license suspensions, traffic school completions, fines paid in full, and restitution disbursement to victims. Processes and provides certified copy requests within legally required timelines. Successful applicants will be required to train and cover in all areas of Customer Service which include, but are not limited to Records, Collections, Civil Traffic, Protective Orders, and Finance on a rotating basis throughout the year.

Court Operations Unit Assignment: Provide administrative support daily to judicial officers in the courtroom. Prepares the jury assembly room for jurors; coordinates the Jury Panel for Jury Duty; prepares Jury Preliminary and Final instructions and verdict slips; and acts as Bailiff for court actions as required. Accesses information from a computerized records system to obtain criminal information such as criminal charges, hearing dates, warrants, motor vehicle information, and criminal histories. Processes various petitions and appeals documentation within strict time restraints. Upon court order, assign public defenders and process orders. Keep track statistically of public defender appointments. Operates a motor vehicle when driving to and from the Mesa Police Department Jail. An employee assigned to Court Operations will be required to work Fridays, Holidays, and/or weekends on a rotating schedule throughout the year. Successful applicants will be required to train and cover in all criminal courtrooms on a rotating basis throughout the year.

Distinguishing Features: A Court Specialist must thoroughly understand the full scope of the procedures and processes of the court to interact effectively with the public, City Prosecutor's Office, law enforcement, attorneys, governmental agencies, staff within the Mesa Municipal Court and other City employees. This position provides clerical support to judicial and administrative personnel. The interpersonal communications in this classification requires considerable judgement, tact, patience, and professionalism when providing information and clarification concerning court rules, Arizona revised statutes, City ordinances, and general court and criminal justice processes. This position responds to and resolves difficult and sensitive customer inquiries or issues, including dealing with stressful situations, in a fair, tactful, and professional manner. Employees in this class are expected to exercise professional discretion while performing day-to-day activities independently within established guidelines and procedures with minimal supervision. A Court Specialist must be responsible and devoted to excellence, possess the initiative to prioritize assignments, and work cohesively with coworkers to

ensure completion of work. Court Specialists may be tasked with assisting the lead court specialist and supervisor with training new employees. This class receives general supervision from a Court Supervisor and Lead Court Specialist through meetings, reports, and conferences regarding volume, accuracy, and timeliness of work completed and compliance with legal standards and policies. 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. Any combination of training, education, and experience equivalent to graduation from high school or GED. Considerable (3 - 5 years) clerical or paraprofessional experience involving public contact, customer service, or payment processing. Graduation from an accredited college or university with an associate's degree or higher in a related field may substitute for two years of experience. Good (1-3 years) experience operating a personal computer (PC) and word processing software.

Special Requirements. Must possess a valid Class D Arizona Driver's License by hire or promotion date (*Court Operations Unit Assignment*). 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. If assigned to Court Operations because one of the locations is at the Mesa Police Department Jail, successful completion of a background investigation is required.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Knowledge of general court processes and experience in a court setting is preferred. Bilingual (English/Spanish) skills are 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. (Common to all assignments): Responds in person or by telephone to public defenders and/or private counsel, defendants, and other governmental agencies to answer questions or address concerns regarding matters in the Court. Provides clarification on statutes, ordinances, policies, and operating procedures related to an assigned work unit to citizens and defendants. Interacts with defense attorneys, City Prosecutors, City Magistrates, and coworkers to establish and maintain effective working relationships. Interacts with the public in a challenging environment in a professional manner to ensure clarification of court procedures and related legal requirements. Prepares memos and letters in communicating with other employees, management, and the public. Completes appropriate legal forms relating to specific cases such as motions, responses, and orders/rulings from the Court, some of which may be complex and sensitive in nature. Inquiries into sensitive financial and other personal details to determine financial payment arrangements.

Manual/Physical. (Common to all assignments): Processes, records, types, and researches court documents and computerized data. Operates a variety of office equipment. Operates a Court Case Management System (CCMS), Electronic Document Management System (EDMS), digital recording system, web-based electronic monitoring system, electronic courtroom forms, web-based behavioral health verification system, web-based credit card processing system, scanning equipment, and other related Court operating systems. Navigates between multiple programs simultaneously. Organizes and prepares court dockets, schedules hearings, issues summons, and notifies all parties regarding court dates. Enters narrative and statistical information into a computerized records system to update the court system records and generate various documents. Updates court dispositions with the Motor Vehicle Division (MVD) and Department of Public Safety (DPS) as required. Prepares various forms, tabulates activities for statistical purposes, and files reports and forms for court records. Prepares responses and Orders as directed by a Judge or Commissioner. Enters and prints subpoenas through the court computer system after the request is made. Processes appeals, initiates transcripts, and complies with rules, procedures, guidelines, and timelines of the appellate court. Provides administrative support to judicial officers inside and outside of the courtroom. Prepares and reviews appropriate legal documents for pre-trials, arraignments, in-custody proceedings, trials, and other court hearings. Operates a motor vehicle when driving to and from the Mesa Police Department Jail requiring a standard Class D Arizona Driver's License (*Court Operations Unit Assignment*). Utilizes a cart to move documents and boxes weighing up to 20 – 50 lbs. Sorts, separates, enters, and scans incoming mail (which includes regular mail, faxes, and web-based correspondence) to ensure that court operations are carried out in an efficient and timely manner. Facilitates manual case load leveling by case type and case status. Complying with the Arizona Supreme Court's Record Retention schedule. Meets scheduling and attendance requirements.

Mental. (Common to all assignments): Applies written policies and operating procedures to complete work assignments. Provides clarification of statutes, ordinances, policies, and operating procedures for citizens and defendants. Understands court procedures related to a variety of criminal and civil traffic violations and activities. Provides information to parties requesting orders of protection and harassment injunctions. Updates electronic files and forwards to appropriate law enforcement authorities. Applies knowledge of Arizona Revised Statutes, City Codes, and other laws and legislation pertinent to the Court. Prepares cases electronically for courtroom processing and schedules court appearances. Effectively controls courtroom workflow via electronic calendar and notification of case readiness to the Judicial Officer while maintaining courtroom decorum. Interprets information provided by the defendant, reviews financial information to determine a defendant's ability to pay, and establishes financial payment arrangements. Makes mathematical computations rapidly and accurately. 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. Prioritizes work assignments to meet statutory deadlines. Attends to details to ensure the correct forms are completed accurately and distributed appropriately. Participates in the accomplishment of organizational, departmental, and workgroup goals and objectives. Learns job-related material through on-the-job training regarding job procedures, computer transactions, and court policies and procedures. Complete Judicial Education and Training (COJET) hours as required by the Arizona Supreme Court.

Knowledge and Abilities:

Knowledge of (*Common to all assignments*):

legal terminology and the forms and documents used in legal clerical work;
business English usage, spelling, grammar, punctuation, and arithmetic;
general court policies and procedures;
basic telephone etiquette;
criminal and civil traffic procedure and rules as they relate to court processes and policies;
effective customer service skills and practices;
minimum accounting standards and practice;
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;
courtroom practices, procedures, operation, virtual court equipment, maintenance of case records, and processes for sentencing and violations;
legal procedures and practices involved in composing, processing, and responding to legal documents; using an Electronic Document Management System (EDMS); and
surcharges, court fines, and fees based upon state and local requirements.

Ability to (Common to all assignments):

interact with the public in a challenging environment in a professional manner to ensure clarification of court procedures and related legal requirements;
maintain a professional demeanor during stressful situations;
remain calm and think clearly and quickly in emotional situations;
operate and use various computer applications and other common office equipment;
read, understand, and accurately complete legal forms and documents;
respond courteously to customer inquiries, which are sometimes controversial or adversarial;
communicate positively and effectively, both orally and in writing;
independently prepare correspondence, rulings, and other legal documents;
maintain confidentiality and security of records and information;
maintain order and decorum in the courtroom;
handle multiple projects simultaneously and use good judgment in prioritizing work assignments;
multitask with numerous and frequent interruptions; and
establish and maintain effective working relationships with defense attorneys, City Prosecutors, City Magistrates, local agencies, management, coworkers, and other City departments.

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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BH/lv/ah

CS3762.DOCX

EEO-A/S

JOB FCTN-OFF

Non-DOT Safety and Security-N

CDL-N

RESP-N

PAY GRADE: 45

IND-8810

SWORN-No

Non-DOT Random-N

DOT-N

INCREMENTS: 52-200