



City of Tempe

LEAD COURT SERVICES SPECIALIST

JOB CLASSIFICATION INFORMATION				
<i>Job Code:</i>	148		<i>FLSA Status:</i>	Non-Exempt
<i>Department:</i>	Court		<i>Salary / Hourly Minimum:</i>	\$21.032692
<i>Supervision Level:</i>	Non-supervisor		<i>Salary / Hourly Maximum:</i>	\$28.394231
<i>Employee Group:</i>	NSU		<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified		<i>Market Group:</i>	Court Services Specialist II+
<i>Drug Screen / Physical:</i>	N	N	<i>EEO4 Group:</i>	Administrative Support

DISTINGUISHING CHARACTERISTICS

REPORTING RELATIONSHIPS
Receives general supervision from a Court Services Supervisor, Management Staff or Judicial Officer.
Exercises some functional and technical direction over Court Services Specialists I/II+.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	Three years of public service experience in a court environment. Two years of this experience must be as a Court Services Specialist II with the Tempe Municipal Court. Experience and/or cross-training with each team of the Court is required.
<i>Education:</i>	Completion of the twelfth grade supplemented by additional training in word processing, filing and record keeping, or courses related to the core functions of this position.
<i>License / Certification:</i>	None

ESSENTIAL JOB FUNCTIONS
Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.
To support and uphold the Court’s stated mission while complying with the Arizona Code of Conduct for Judicial Employees. To serve as a team lead to ensure the performance of a variety of highly specialized clerical work in support of the operations and services of the Tempe Municipal Court; to process, record and file court documentation; to assist the public with court procedures and services; and to provide clerical support to judicial and administrative personnel, including, if needed, mandatory weekend

and/or holiday overtime coverage.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Research and reconcile returned checks. This includes working with supervisors, the Finance Division and the public.
- Provide quality assurance checks on all warrants.
- Provide clerical and administrative support to Judicial Officers handling a specialty docket, such as Regional Homeless Court or Mental Health Court.
- Demonstrate effective, open communication with coworkers, Management Staff and Judicial Officers, as well as with external customers, internal City departments and outside agencies.
- Research, write and revise Court procedures and provide feedback on new and/or revised procedures sent out by others.
- Complete Committee on Judicial Education and Training (COJET) hours as required by the Arizona Supreme Court. This annual training shall include at least one class with subject matter content beneficial to the position, i.e., effective communication, team building, customer service, coaching, conflict management.
- May participate in the selection of Court Services Specialist I positions.
- Under the direction of a supervisor, coordinate daily operational responsibilities, i.e., scheduling, ensuring coverage.
- In the absence of the supervisor, may perform some duties and responsibilities to meet Court operational needs, at the direction of the Court Administrator or Deputy Court Administrator.
- Serve in a leadership capacity for the team, provide both formal and informal on-the-job training and quality control to staff, and serve as first line of assistance for the supervisor in the operation of the team.
- Provide coverage for critical functions on any team when needed by filling in or temporarily re-assigning critical work to other available staff members.
- Maintain effective Court Services Specialist skill sets and comprehensive knowledge of all teams.
- Assist in training and cross training staff, to include completion of training checklists; serve as a training resource when procedural changes are implemented within the Court.
- Provide direction and training to interns and volunteers, including facilitating the recruitment process, scheduling of hours and conducting evaluations.
- Respond to and resolve matters that have escalated beyond the scope of a CSS I/II; answer questions and provide service and information to the public.
- Participate in or lead committees addressing issues related to the Court or City of Tempe at the direction of the management team.

- Participate in or lead special projects by adhering to project goals (timelines, objectives, etc.), set by the management team.
- Working with the Executive Assistant, ensure staff compliance with annual COJET requirements.
- Perform related duties as assigned.
- Physically present to perform the duties of the position.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Pending

COMPETENCIES

CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

For more information about the City of Tempe's competencies for all classifications:

[City of Tempe, AZ : Competencies](#)

JOB DESCRIPTION HISTORY

Effective November 2007

Revised May 6, 2013 (update duties)