



# City of Tempe

## COURT SERVICES SPECIALIST II+

JOB CLASSIFICATION INFORMATION				
<i>Job Code:</i>	107		<i>FLSA Status:</i>	Non-Exempt
<i>Department:</i>	Courts		<i>Salary / Hourly Minimum:</i>	\$19.055769
<i>Supervision Level:</i>	Non-Supervisor		<i>Salary / Hourly Maximum:</i>	\$25.725000
<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**

This is the full journey level class within the Court Services Specialist series. Employees within this class are distinguished from the Court Services Specialist I+ by the performing the full range of duties including the most complex or sensitive work, knowledge of court policies and procedures, greater variety and difficulty in work assignments, and requirement to work independently and efficiently. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise. Positions in this class are typically filled by advancement of a Court Services Specialist I+. The Court Services Specialist II+ is a role model to other employees by demonstrating a strong work ethic, which includes (but is not limited to) being dependable, flexible and self-reliant, as well as demonstrating initiative and exhibiting professional, ethical behaviors. Employees at this level are professional, responsible individuals who are devoted to excellence, possess the initiative to prioritize assignments and work cohesively with coworkers to ensure completion.

**REPORTING RELATIONSHIPS**

Receives general supervision from a Court Services Supervisor, Management Staff and Judicial Officers.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	Three years of high-level, consistent, general clerical experience, including public service contact, preferably in a court or law office, or two years responsible clerical support in a court. At least one year of this experience must be as a Court Services Specialist I+ with the Tempe Municipal Court. Experience in each division of the Court is preferred.
<i>Education:</i>	Completion of the twelfth grade supplemented by additional training in word processing, filing and record keeping, or a degree 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 Courts' stated mission while complying with the Arizona Code of Conduct for Judicial Employees. To perform a variety of 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.
- Organize and prepare the court docket; schedule hearing, trial and sentencing dates with attorneys and defendants.
- Enter necessary information in the case management system to produce a variety of court documents including notices of trial dates, delinquencies in payments, refunds, forfeitures, revocations, judgments, dispositions and court calendars; prepare summons; file and reclaim file folders and court records.
- Issue, record and process warrants; research computer data for prior warrants, violations and other pertinent data; prepare "show cause" orders and notifications for payment of bonds.
- Perform a variety of computer data entry functions, review computer data and correct errors.
- Set, log and notify appropriate parties regarding hearings for motions, evidentiary motions, and domestic violence orders.
- Provide information to parties requesting orders of protection and harassment injunctions; update files and forward to appropriate law enforcement authorities.
- Record monies posted for bonds, public defender, restitution and fines; post cash reconciliation report; inform parties of amounts due; accept fine payments; issue receipts for payment; process cash and paper bonds; negotiate time payment contracts and monitor compliance.
- Prepare correspondence, forms and reports such as reinstatement letters, jail commitment orders and other Court documents for City departments and other governmental agencies; maintain files and records and provide assistance in all areas of court operations as needed.
- Perform or participate in projects (including overtime duties), as assigned. This could include (but not be limited to) such projects as data clean up and file audits.
- Demonstrate effective, open communication with coworkers, Management Staff and Judicial Officers, as well as with external customers, internal City departments and outside agencies.
- Interact with City internal departments and external agencies.

- Coordinate the jury panel; act as bailiff for court actions as required; prepare courtroom, judge's bench and daily paperwork.
- Compile information to be used in statistical reports.
- Audit and scan closed cases.
- Provide clerical and administrative support to Judicial Officers handling a specialty docket, such as Regional Homeless Court or Mental Health Court.
- Research and reconcile returned checks. This includes working with supervisors, the Accounting Department and the public.
- Provide quality assurance checks on all warrants.
- Provide coverage for critical functions when needed by filling in or temporarily re-assigning critical and non-critical work to other available staff members in the absence of a Lead CSS or Supervisor.
- Respond to and resolve difficult and sensitive defendant requests and citizen inquiries and complaints; answer questions and provide service and information to the public.
- Assist in training and cross training staff; serve as a training resource when procedural changes are implemented within the Court.
- 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.
- Assist other teams as appropriate.
- May participate in the selection of Court Services Specialist I's.
- Perform related duties as assigned, such as weekend/holiday prisoner docket coverage.
- Physically present to perform the duties of the position.

## PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Lift heavy objects including boxes of office supplies from one area to another up to 20 pound.
- Climb stairways between divisions.
- Work in a stationary position including standing and sitting for considerable periods of time.
- Operate computers, adding machines/calculators, fax machines, copy machines, a money counting machine, etc.
- Extensive reading and close vision work of case file notes, email, policies/procedures, etc.
- Public contact in the courtrooms and at the front counters
- May require working extended hours in order to complete overtime projects and to provide weekend/holiday coverage.

## COMPETENCIES

CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
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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
<p><i>For more information about the City of Tempe's competencies for all classifications:</i>  <a href="#">City of Tempe, AZ : Competencies</a></p>		

## JOB DESCRIPTION HISTORY

*Effective May 1994*

*Revised December 1997*

*Revised September 2000*

*Revised November 2001 (range adj due to market)*

*Revised July 2002*

*Revised July 2008 (added additional duties)*

*Revised December 2012 (updated duties and qualifications)*