

COURT SERVICES REPRESENTATIVE (Teir 1)

POSITION SUMMARY

Under general supervision, performs work of moderate difficulty providing assistance to attorneys, litigants and the general public in processing applicable case related paperwork and electronic documents.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class is responsible for assisting visitors with filing case documents in addition to being assigned specialized responsibilities. Work involves the ability to accurately process a high volume of incoming paperwork and electronic documents and/or customer requests, either over the phone, in person or electronically. Work is distinguished by customer service skills necessary to provide customers with accurate information in a professional and courteous manner. General supervision is received from the assigned Circuit Clerk Supervisors. Work is performed according to prescribed procedures and checked for accuracy and completion.

ESSENTIAL DUITES AND RESPONSIBILITIES

- Prepares court calls and/or transcribes and/or maintains records of the court
- Handles specialized tasks within an assigned division including but not limited to coordinating publication procedures, conducting record searches, processing expungements, preparing records for appeal
- Reviews incoming documents for accuracy and completion
- Identifies documents that are not accurately completed
- Records information from hand written documents and electronically submitted documents; file stamps and stamps the name of the Clerk of the Circuit Court when applicable
- Provides additional direction to visitors within the parameters of regulations and laws
- Explains charges and procedures
- Answers incoming phone calls and directs callers as appropriate
- Answers incoming emails and directs them as appropriate
- Directs more complex inquiries to the Supervisor
- Processes and/or responds to incoming mail; prepares and issues standard form letters
- Processes documents for proper authorities
- Keeps current with changes in laws or regulation that may impact position responsibilities and procedures
- Processes payments
- Assists in the organization of court documents and/or files
- Maintains regular attendance and punctuality
- Flexibility in working with various teams and co-workers
- Adjusting to changes in law and office policies
- Willingness to assist co-workers and share job skills from respective departments

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES

- Adjusts work assignments and schedules in the event of an emergency to participate in emergency preparedness, response and recovery activities as assigned
- Depending on assignment may maintain required emergency training, licensure and/or certifications
- Performs related duties as required or assigned within job classification

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representatives of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Knowledge of:

- English, spelling and arithmetic
- The court system
- Current office practices, procedures and equipment
- County and the Clerk of the Circuit Court policies and procedures
- Applicable federal, state and local laws, rules, regulations, codes and/or statutes

Skill in:

- Organizing a high volume of paperwork and electronically submitted documents
- Using computer hardware and software including word processing, spreadsheets, databases, email, etc.
- Applying an acquired knowledge of procedures, rules, regulations and services applicable to the assigned office

Ability to:

- Manage projects and multiple priorities simultaneously
- Communicate and use interpersonal skills to interact with coworkers, supervisors, the public, etc., to sufficiently exchange or convey information and to receive work direction
- Ensure compliance with applicable federal, state and local laws, rules, and regulations and statutory requirements
- Convey excellent oral and written communication
- Work effectively under stress
- Maintain confidentiality

SUPERVISORY RESPONSIBILITIES

None

EDUCATION AND/OR EXPERIENCE

Two years of general office experience which includes providing customer services, or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

PHYSICAL REQUIREMENTS

The physical demands described here are a representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

CERTIFICATES, LICENSES, REGISTRATIONS

None