

SUPERIOR COURT OF MOHAVE COUNTY

JOB DESCRIPTION

TITLE: Court Services Assistant Senior
OCCUPATIONAL CATEGORY: Administrative Support
DIVISION: Clerk of Superior Court
EFFECTIVE DATE: 05/28/20
REVISED: 08/16/2022



CLASS CODE: J697
FLSA: Non-Exempt
SALARY RANGE: 10
STATUS: Classified

JOB SUMMARY

Under general supervision, undertakes and performs work of considerable difficulty in case processing and legal clerical duties for the Clerk of Superior Court; may serve as lead worker in providing training, assistance, guidance and support to others performing a variety of case processing and legal clerical tasks associated with work at the front counter, distribution, child support, jury, fines and restitution, within the courtroom and/or court office in support of the operations of the office of the Clerk of Superior Court. An employee in this classification may be assigned to perform the job functions of the Court Services Assistant.

REPORTS TO:

A higher level of authority.

SUPERVISION EXERCISED

None.

ESSENTIAL JOB FUNCTIONS

*The following examples of duties provide a representative summary of the major duties and responsibilities but are **NOT** intended as a comprehensive list of job functions/duties performed by individuals assigned to this classification. Incumbents may not be required to perform all duties listed and/or may be required to perform additional, position-specific, duties.*

- Performs a variety of duties and tasks in the office of the Clerk of Superior Court; assesses existing training programs; determines individual and/or collective office needs for training; develops, evaluates, monitors and provides general to specialized training programs for employees of the Clerk's Office.
- Creates, updates and maintains a variety of statistical, financial and related files, logs, records and reports; writes and maintains desks procedure and automation-related policies and procedures and associated manuals; serves as COJET training coordinator.
- Serves as an instructor/trainer; develops materials used in training; assesses understanding of materials provided; works with individual attendees to clarify areas of uncertainty; provides assistance and guidance to newer, lesser experienced employees; monitors job performance and provides feedback to division supervisors; provides regularly scheduled and/or periodic reports; responds to requests for information and assistance within the parameters of established policies; performs a variety of complex clerical and office support tasks and assignments.
- Coordinates educational opportunities and training sessions with the Administrative Office of the Courts, various agencies and community resources and institutions.
- As assigned, works on special projects and/or assignments.
- May serve as lead worker for a unit or group of employees; responds to complex inquiries from staff.
- As required, participate in committee meetings.

AS IT APPLIES TO CASELINES DIGITAL EVIDENCE PORTAL

- Skill in operating a personal computer utilizing a variety of commonly used and specialized software applications including but not limited to word processing, Windows operating system, and Thomson Reuters CaseLines.
- Knowledge of the functionality of Thomson Reuters CaseLines and other software used by court personnel.
- Serves as local resource for assisting customers on the digital evidence portal questions and issues; documents issue in local evidence portal system, tracks problems, keeps user updated on progress of resolution and confirms resolution.

- Provides onsite business process and digital evidence portal support, technical assistance training to members of the public, court personnel and criminal justice agencies using the court evidence portal for the Clerk's Office in the Superior Court in Mohave County.
- Analyzes and evaluates business processes and evidence portal data and recommends ways the court can improve their business practices and evidence portal usage.
- Travels to remote court sites to train users; develops and provides training for new employees in the use of the evidence portal; develops and presents training programs for various business practices utilized by the court.

SECONDARY JOB FUNCTIONS

- Performs related work as required.
- Performs special assignments as requested.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Knowledge of modern office practices and procedures.
- Knowledge of legal terminology, statutes, and court procedures.
- Knowledge of principles and practices of recordkeeping, bookkeeping, case flow management, jury management, automation and office operations.
- Knowledge of data entry and verification procedures.
- Knowledge of internal procedures of the office of the Clerk of Superior Court.
- Knowledge of trends and practices in adult learning and teaching techniques.

Skill in:

- Skill in communicating and maintaining professionalism with the public, co-workers, and work contacts.
- Skill in assessing, evaluating, prioritizing and handling multiple tasks, projects and demands.
- Skill in producing written presentations and oral reports for internal and external audiences.
- Skill in organizing and coordinating the efforts of court personnel and others.
- Skill in establishing and maintaining effective working relations with co-workers, other County employees, representatives of other governmental agencies, the bar association, victims, witnesses, litigants, jurors, news media, general public and others having business with the courts of Arizona.
- Skill in operating a personal computer utilizing a variety of commonly used and specialized software applications.

Ability to:

- Ability to perform the essential functions of the job specifications with or without a reasonable accommodation.
- Ability to comply with Superior Court of Mohave County Merit Rules, Administrative Procedures, Department Regulations and the Code of Conduct for Judicial Employees.
- Ability to analyze legal documents and interpret statutory requirements.
- Ability to perform complex legal clerical work independently.
- Ability to enter and retrieve data from an automated system.
- Ability to follow written and verbal instructions.
- Ability to maintain confidentiality and work under pressure in a dynamic environment with changing program demands and priorities.
- Ability to communicate effectively verbally and in writing.

WORK CONTACTS

Regular contact with associate personnel, other courts and other county departments, other agencies and the general public.

WORKING CONDITIONS/ PHYSICAL REQUIREMENTS

- May be exposed to potential physical harm, hazardous chemicals and/or infectious diseases.
- Work is subject to varying post and/or job-site assignments and may be subject to irregular work hours/ schedules to include completion of work on holidays and weekends.
- Work may also require traveling.
- May be required to lift and/or carry heavy, bulky items, equipment, supplies and/or other materials weighing up to 30 pounds.

REQUIRED MINIMUM EDUCATION, EXPERIENCE AND TRAINING

A high school diploma or GED **AND** three (3) years of relevant, progressively responsible general office, legal clerical, or training related experience, type 40 words per minute, **OR** any equivalent combination of experience and/or education from which comparable knowledge, skills and abilities have been achieved.

SPECIAL JOB REQUIREMENT

- Must complete annual training as required by the Committee on Judicial Education and Training (COJET).
- Must possess a valid State of Arizona Driver's License at the start of employment and maintain said license while employed in this position.
- Provide acceptable driving history at no cost to the County.
- Employees are subject to immediate callout when an emergency, disaster or breach of homeland security occurs. Employees shall be available, unless excused, to ensure the court is adequately staffed during and immediately following natural and/or manmade disasters, infectious disease outbreaks, and acts of terrorism. This may require assisting other employees in the work unit in accomplishing assignments as necessary and the working of unusual, long hours over an extended period of time with infrequent breaks or rest periods. An employee who is working with an accommodation must meet with their supervisor and division head to discuss their requirement for response.

DISCLAIMER

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. It is illustrative and representative. Management is not precluded from assigning other related functions not listed herein if such functions are a logical assignment within the scope of the job specification for the position. The job description does not constitute an employment agreement and is subject to change at any time by the Superior Court. Physical characteristics described herein are representative of those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of a job, on a case-by-case basis.