

SUPERIOR COURT OF MOHAVE COUNTY

JOB DESCRIPTION

TITLE: Court Services Specialist
OCCUPATIONAL CATEGORY: Administrative Support
DIVISION: Superior Court
EFFECTIVE DATE: 7/11/2026

CLASS CODE:
FLSA: Non-Exempt
SALARY RANGE: 13
STATUS: Classified

JOB SUMMARY

Under general supervision, undertakes, performs, and provides a variety of professional and administrative tasks involved in the support of a judicial division, as needed. As assigned, will provide essential support and on-site training to Judges and personnel in all limited and general jurisdiction courts in the use of court case management systems. To include training in other software to support court and criminal justice agency needs and business practices. Additionally, will be assigned to provide backup support for other court administration positions as needed.

REPORTS TO:

Superior Court Administrator/Deputy Court Administrator

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.*

- As assigned, provide coverage for the day-to-day operations of a judicial division; serves as a first point of contact for the judicial division; works with visitors, callers, and others having business with the division; maintains and updates schedules as required, updates the court calendar; schedules appointments, schedules and coordinates courtroom usage, contacts persons requesting appointments and performs related support tasks.
- As required, cross-trains on the duties of other court administration staff positions to provide support during absences and/or to assist with the effective operations of the court.
- Performs other functions/special projects assigned.
- Provides onsite business process and case management system support, technical assistance training to Judges, court personnel and criminal justice agencies using the court case management systems throughout Mohave County.
- Analyzes and evaluates business processes and case management system data and recommends ways courts can improve their business practices and case management usage.
- Serves as local resource for answering questions about correct business processes and use of case management systems and assures that available documentation is in place in each court.
- Assesses individual and/or system needs for training and assistance; identifies training programs, develops curriculum and provides training; learns and remains aware of court system operations, needs and processes.
- Travels to remote court sites to train users, develops and provides training for new employees in basic desktop automation tools and the court case management systems; develops and presents training programs for various business practices utilized by the court; assists in problem resolution and facilitates automation implementation.
- Updates and maintains a variety of training, service and related logs, files and records.
- Completes training curriculum for Field Trainers and attends periodic and ongoing training/meetings in Phoenix. This position requires travel to all courts within Mohave County and to the Administrative Office of the Courts in Phoenix.

SECONDARY JOB FUNCTIONS

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

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Knowledge of the court system, court procedures, court rules and Arizona statutes and how they apply at the Superior Court, Clerk of Court, Justice Court and Municipal Court levels.
- Knowledge of the state's selected software products(s) for court automation and Windows operating system.
- Knowledge of court operations, process, procedures and business practices of Mohave County Courts at the Superior Court, Clerk of Court, Justice Court and Municipal Court levels.

Skill in:

- Skill in reading, understanding, interpreting and applying relevant city, county, state and Federal statutes, rules, ordinances, codes, administrative orders, case law and other relevant directives.
- Skill in assessing, evaluating, prioritizing and handling multiple tasks, projects and demands.
- Skill in working within deadlines to complete projects and assignments.
- Skill in producing written presentations and oral reports for internal and external audiences.
- 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 Mohave County.
- Skill in developing curriculum and effectively teaching/training adult learners.
- Skill in learning various software applications and planning, developing and implementing training to transfer learned knowledge to others.
- Skill in problem solving and making sound independent decisions.
- Skill in maintaining confidentiality and in communicating effectively both orally and in writing.
- 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 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 maintain confidentiality and work under pressure in a dynamic environment with changing program demands and priorities.
- Ability to deal with the public.
- Ability to enter and retrieve data from an automated system.
- Ability to follow written and verbal instructions.

WORK CONTACTS

Regular contact with associate personnel, 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.
- May be required to lift and/or carry heavy, bulky items, equipment, supplies and/or other materials weighing up to 30 pounds.
- 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.

REQUIRED MINIMUM EDUCATION, EXPERIENCE AND TRAINING

A Paralegal degree, Associate's degree in Business or Public Administration or a closely related field AND two (2) years of relevant progressively responsible professional experience in case management, business systems operations, or project management with college-level business course work 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.