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COURT CLERK I

DEFINITION

Under direct supervision, performs a variety of routine administrative duties in support of the City's Municipal Court system and judicial transactions; interacts frequently with the public and explains City and Court policies and procedures; accepts and accounts for fees and fines; performs basic word processing, data entry, and typing; prepares correspondence using a standard format; and performs other duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the Court Operations Supervisor or Administrative Services Manager. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is the entry-level class in the Court Clerk series. Initially under close supervision, incumbents with basic office support experience perform work such as interacting with and providing information to the public, providing information about court services and procedures, processing judicial documents, taking and accounting for moneys, document preparation, file maintenance, data entry, screening phone calls, and mail, and directing questions to the appropriate staff. As experience is gained, assignments become more varied and are performed with greater independence. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Since this class is often used as a training class, employees may have only limited or no directly related work experience. This class is distinguished from Court Clerk II by the performance of the routine tasks and duties assigned to positions within the series according to existing procedures and standards.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a variety of routine office administrative duties to support the City's Municipal Court operations, including filing, preparing records, cashiering duties, and ordering and maintaining office and other related supplies.
- Provides telephone and/or counter support to the public; responds to routine inquiries by explaining procedures according to established guidelines or by referring the individual to an appropriate source; provides general information; distributes forms and other documents as requested; provides basic review of forms to assure completeness; takes and relays accurate messages; transfers callers to voicemail when necessary.
- Receives payments of fees and fines from the public in the form of cash and check; issues receipts as appropriate according to existing procedures; posts information to departmental, fiscal, or other records according to standard procedures; assists defendants with payment arrangements; establishes

and maintains payment installment contracts; performs appropriate and accurate data entry; collects and submits data for reports pertaining to assigned functions.

- Processes fail-to-appear cases, default judgments, not-guilty pleas, probation and deferred sentencing cases, and rescheduling of court dates.
- Maintains office calendar, court schedules, and the judge's schedule.
- Acts as Court Bailiff as necessary and checks defendants into court.
- Maintains file, index, and record keeping systems requiring sorting, filing, searching, retrieving, and distributing records or other documents as directed, including citations, traffic school and community service information, collection files, probation reports and records, and DMV records; logs in documents for public record.
- Receives, opens, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
- Inputs and retrieves financial and court-related data using a computer terminal.
- Processes and prepares a variety of documents according to established procedures or statutes, including typing, copying, collating, stapling, and distributing.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Operates a variety of standard office equipment, including job-related computer hardware and software applications, copiers, postage meters, facsimile machines, and multi-line telephones.
- Maintains accurate records of work performed.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic applicable Federal, State, and local laws, codes, regulations, and timelines.
- Basic legal terminology related to assigned functional area.
- Modern office administrative support practices and procedures, including the use of standard office equipment.
- Computer applications related to the work, including word processing, database, and spreadsheet applications.
- Applicable policies, technical processes, and procedures related to the department to which assigned.
- Basic principles and procedures of financial record keeping.
- Basic principles and practices of data collection and report preparation.
- Basic business arithmetic and statistical techniques.
- Record keeping principles and procedures.
- Alphabetical and numerical filing methods.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Ability to:

- Learn and understand the basic organization and operation of the City's Municipal Court.
- Perform standard office administrative support work with accuracy and sufficient speed.
- Accurately make change and corrections to monetary and accounting transactions.
- Learn, correctly interpret, and apply the policies and procedures of the Municipal Court.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.

- Understand and carry out oral and written directions.
- Make accurate arithmetic computations.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of multiple tasks in an effective and timely manner.
- Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, and prudence within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and one (1) year of varied administrative support experience preferably involving some public contact.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.