



June 2008

COURT CLERK II

DEFINITION

Under general supervision, performs a variety of moderately complex administrative duties in support of the City's Municipal Court system and judicial transactions; maintains records of court proceedings, records rulings, findings, pleas, and sentencing, and accepts and accounts for fees and fines; serves as a resource for procedural matters; performs skilled word processing, data entry, and typing; prepares correspondence using independent judgment in content and style; interacts frequently with the public and explains City and Court policies and procedures; and performs other duties as required.

SUPERVISION RECEIVED AND EXERCISED

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

CLASS CHARACTERISTICS

This is the full journey-level class in the Court Clerk series. Incumbents at this level are capable of performing the full range of judicial services support duties, including interacting with and providing information to defendants, processing judicial documents, taking and accounting for moneys, and serving as courtroom clerk during court sessions. Positions at this level are distinguished from the I level by the performance of the full range of duties as assigned, working independently and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from other administrative support classes by the performance of complex technical and specialized duties which require the application of a specialized base of technical knowledge and skill.

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 wide variety of moderately complex administrative and technical duties to support the City's Municipal Court operations, including interacting with and providing information to defendants, attorneys, judges, law enforcement officials, and the public; receiving and receipting payments for fines, fees, and bails; processing refunds as appropriate; preparing and filing records and monthly reports; and requesting and maintaining office and other related supplies.
- Provides information to defendants, explaining their options regarding the various types of pleas and trials; reschedules court appearances per court policy; determines fines based on the judge's order regarding reduction schedules once a plea is entered; processes trials by affidavit.
- Responds to the public and staff inquiries and complaints regarding policies, procedures, and timelines; explains and applies policies and procedures as required to assure timeline compliance; monitors timelines; resolves problems of a moderate complexity within areas of responsibility.

- Prepares correspondence to defendants, City departments, and other agencies.
- Processes citations and dispositions of cases, including performing data entry of citations into the court software program, reviewing citations for accuracy of content and proper filing procedures, filing citations with regards to the correct court date and time; preparing abstracts for the appropriate regulatory agencies after dispositions are completed, and ensuring completeness of information and closing of cases/files.
- Assists defendants with payment arrangements for fees and fines; establishes and maintains payment installment contracts; performs appropriate and accurate data entry; monitors overdue accounts by running appropriate reports; applies additional fees where applicable; prepares suspension paperwork for the DMV if applicable; and records delinquent accounts into database program, transferring files to collection agency when appropriate.
- Serves as courtroom clerk during trials, arraignments, and hearings, including preparing files for court sessions, setting up and clearing courtroom, acting as judge's assistant in the courtroom, ensuring that all paperwork is in place for court proceedings; and recording disposition on each case.
- Schedules a variety of hearings and trials, ensuring that all parties are notified and that all required documents are obtained for the proceedings.
- Acts as Court Bailiff as necessary, checking defendants into court.
- Assembles case files for the City's Youth Court program; provides information to juveniles and their parent or guardian explaining the misdemeanor process; explains appropriate diversion program requirements ordered by the judge; prepares various orders when appropriate; and maintains and monitors each file throughout the possible six-to-eighteen month life of the file.
- Researches records within areas of responsibility to prepare and provide follow-up information to customer and staff inquiries.
- Gathers, assembles, updates, and distributes a variety of department specific information, documents, forms, records, and data; checks and tabulates standard arithmetic or statistical data; prepares and maintains a variety of databases and reports.
- Conducts task-related training of assigned support staff.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies policies and procedures in determining completeness of applications, records, and files.
- Participates in continuously improving the effectiveness and efficiency of departmental operations and activities; brings issues and problems to the immediate supervisor; makes suggestions for resolutions.
- Maintains, updates, and purges files and records according to court and State policies and guidelines.
- Receives, prioritizes, processes, and distributes incoming mail.
- Operates a variety of standard office equipment, including job-related computer hardware and software applications, copiers, postage meters, facsimile machines, and audio/visual control system.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Applicable Federal, State, and local laws, codes, regulations, and timelines.
- Civil court procedures and basic laws governing traffic violations.
- 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 departmental codes, regulations, policies, technical processes, and procedures.

- Principles and procedures of financial record keeping and reporting.
- Principles and practices of data collection and report preparation.
- Business letter writing and the standard format for reports and correspondence.
- 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:

- Understand the organization and operation of the City's Municipal Court and of outside agencies as necessary to assume assigned responsibilities.
- Perform varied and responsible administrative support work with accuracy, speed, and general supervision, and using tact and discretion.
- Accurately make change and corrections to monetary and accounting transactions.
- Interpret and apply administrative and departmental policies and procedures.
- Represent the department and the City in interactions with outside legal professionals and the public.
- Respond to and effectively prioritize multiple requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Train other staff in task related functions.
- Understand and carry out oral and written directions.
- Make accurate arithmetic, financial, and statistical computations.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- 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, prudence, and independent judgment 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 three (3) years of varied administrative support experience preferably in a Municipal Court setting or two (2) years of experience equivalent to Court Clerk I at the City of Tigard.

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.