Job Title: Court Specialist II

Department: Municipal Court

Immediate Supervisor: Court Supervisor

Origination Date:	**07/01/2001**
Revision Date:	**07/01/2012**
Job Grade	**803**
FLSA Status	**Non-exempt**

BRIEF DESCRIPTION OF THE JOB:

Provides assistance to the Judge in the courtroom. Performs administrative duties such as: coordinating the court calendar, entering and updating case information, tracking documents, answering telephones, conducting research, and receiving payments.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	S	Provides customer service by responding to a wide range of semi-complex inquiries and requests for service involving matters of state statute, rules of procedure, administrative order, municipal ordinance, local policy, and other directives; explaining options to court customers associated with court services; reviewing forms completed by customers for sufficiency; reviewing orders, and other court documents and publications with court customers to ensure understanding and promote compliance; providing initial response to situations involving difficult customers and customer complaints; assisting Court Specialist I's when customer service situations requiring greater knowledge or experience arise; providing additional information and attention to court customers when routine service practices are not effective; and processing requests for public access to court records in accordance with Rule 123 of the Arizona Supreme Court.
2	S	Performs case processing functions by processing case actions involving criminal charges, civil traffic charges, protective orders, search warrants, and alleged violations of municipal code; coordinating schedules and appearances with judicial officers, defendants, counsel, and other parties; indexing cases for special actions such as daily FTAs for default judgment; initiating enforcement action in cases involving failure to comply with court orders; preparing formal letters and other correspondence associated with case processing; processing appeals and coordinate with appellate courts; processing warrant clearances and coordinate same with law enforcement representatives; preparing abstracts for processing of MVD actions; preparing certified copies; preparing check requests; preparing end of day financial reports; balancing daily receipts and cash drawers; contacting defendants to advise of pending enforcement actions; coordinating regularly with representatives of local, county, and state agencies associated with law enforcement, treatment, incarceration, criminal records, motor vehicle records, and others.

	Physical Strength Code	ESSENTIAL FUNCTIONS
3	S	Provides general, administrative, and specialized support by assisting judicial officers as directed; preparing reports associated with key court functions; completing special projects and assignments as assigned; providing assistance and training to new personnel; coordinating with court personnel assigned to other divisions to ensure continuity of service and promote timely delivery of services rendered; participating in discussions regarding process improvements; assisting others when work is complete; and providing coverage for others on leave or during periods of increased activity.
4	S	Processes incoming bonds for this court and external courts. Prepares court calendar for upcoming weekly court schedule. Enters citations and prepares new case files and form packets. Processes defendant payments in person and by phone. Checks in citations from Police department. Prepares Petition to Revoke probation packets and submits request for Prosecutor's office.

JOB REQUIREMENTS:

JOB REQUIREMENTS	
Formal Education / Knowledge	Work requires knowledge necessary to understand basic operational, technical, or office processes. Level of knowledge equivalent to four years of high school or equivalency.
Experience	Minimum six months experience in a related field.
Certifications and Other Requirements	Must be bondable.
Reading	Work requires the ability to read and understand law updates.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication, division and percentages.
Writing	Work requires the ability to write to fill out forms and right in a clear and concise manner.
Managerial	Semi-Complex- Job has no responsibility for the direction or supervision of others but may provide advice/direction to an employee with less experience/skill or tenure. An example would be a “II” advising a “I”.
Policy/Decision Making	Significant- The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. Work involving discretion is typically reviewed before finalized.
Technical Skills	Broad Application- Work requires the use of standard technical skills appropriate to the work environment of the organization. Limited analysis and independent thinking is utilized.
Interpersonal / Human Relations Skills	Moderate- Interactions may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may also involve stressful, negative interactions requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.

City of Goodyear, Arizona

Physical Demands

Frequency Code Scale

N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
Never occurs	Less than 1 hour/week	Up to 1/3 of the time	From 1/3 to 2/3 of the time	2/3 or more of the time

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Standing	☐ N ☐ R ☒ O ☐ F ☐ C	☐ Making presentations ☐ Observing work site ☐ Observing work duties ☒ Communicating with co-workers
Fine Dexterity	☐ N ☐ R ☐ O ☐ F ☒ C	☒ Computer keyboard ☒ Telephone keypad ☒ Calculator ☒ Calibrating equipment
Walking	☐ N ☐ R ☐ O ☒ F ☐ C	☒ To other departments/offices ☒ Around work site
Lifting	☐ N ☐ R ☐ O ☒ F ☐ C	☒ Supplies ☐ Equipment ☒ Files
Carrying	☐ N ☐ R ☒ O ☐ F ☐ C	☒ Supplies ☐ Equipment ☒ Files
Sitting	☐ N ☐ R ☐ O ☐ F ☒ C	☒ Desk work ☒ Meetings ☐ Driving
Reaching	☐ N ☐ R ☒ O ☐ F ☐ C	☒ For supplies ☒ For files
Handling	☐ N ☐ R ☐ O ☐ F ☒ C	☒ Paperwork ☒ Monies
Kneeling	☐ N ☐ R ☒ O ☐ F ☐ C	☒ Filing in lower drawers ☒ Retrieving items from lower shelves/ground
Crawling	☒ N ☐ R ☐ O ☐ F ☐ C	☐ Under equipment ☐ Inside attics/pipes/ditches

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Pushing/ Pulling	☐ N ☒ R ☐ O ☐ F ☐ C	☒ File drawers ☐ Equipment ☒ Tables and chairs ☐ Hoses
Climbing	☐ N ☐ R ☒ O ☐ F ☐ C	☐ Stairs ☐ Ladders ☒ Step stools ☐ Onto equipment
Vision	☐ N ☐ R ☐ O ☐ F ☒ C	☒ Reading ☒ Computer screen ☐ Driving ☐ Observing work site
Foot Controls	☒ N ☐ R ☐ O ☐ F ☐ C	☐ Driving ☐ Operating heavy equipment ☐ Operating Dictaphone
Balancing	☐ N ☐ R ☒ O ☐ F ☐ C	☐ On ladders ☐ On equipment ☒ On step stools
Bending	☐ N ☐ R ☒ O ☐ F ☐ C	☒ Filing in lower drawers ☒ Retrieving items from lower shelves/ground ☐ Making repairs
Crouching	☐ N ☐ R ☒ O ☐ F ☐ C	☒ Filing in lower drawers ☒ Retrieving items from lower shelves/ground
Hearing	☐ N ☐ R ☐ O ☒ F ☐ C	☒ Communicating via telephone/radio, to co-workers/public ☐ Listening to equipment
Twisting	☐ N ☐ R ☐ O ☒ F ☐ C	☒ From computer to telephone ☐ Getting inside vehicle
Talking	☐ N ☐ R ☐ O ☒ F ☐ C	☒ Communicating via telephone/radio, to co-workers/public
Other		(Explain)

Physical Demands (continued)

Machines, Tools, Equipment and Work Aids:

Telephone, fax machine, calculator, courtroom recording equipment, microphone, electronic whiteboard (Smartboard), electronic overhead camera (ELMO), credit card machine, dvd player, videotape player, shredder, time clock, dating devices, copier, stapler, hole punch, and cash drawer.

Computer Equipment and Software:

Personal computer, printer, AZTEC court automated system, scanner, Laserfiche scanning application, Naviline finance application, Lotus Notes, Microsoft Office applications (Word, Excel, and Powerpoint).

Environmental Factors:

Environmental Conditions	Never	Seasonally	Several Times Per Month	Several Times Per Week	Daily
Extreme temperature (heat, cold, extreme temp. changes from outside work)	☒	☐	☐	☐	☐
Wetness and/or humidity (bodily discomfort from moisture)	☒	☐	☐	☐	☐
Respiratory hazards (fumes, gases, chemicals, dust and dirt)	☒	☐	☐	☐	☐
Noise and vibration (sufficient to cause hearing loss)	☒	☐	☐	☐	☐
Physical hazards (high voltage, dangerous machinery, aggressive prisoners, patients – not customers)	☐	☐	☒	☐	☐

Health and Safety Conditions:

Health and Safety Conditions	N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
	Never occurs	Less than 1 hour per week	1/3 or more of the time	From 1/3 to 2/3 of the time	2/3 or more of the time
Mechanical hazards	☒	☐	☐	☐	☐
Chemical hazards	☒	☐	☐	☐	☐
Electrical hazards	☒	☐	☐	☐	☐
Fire hazards	☒	☐	☐	☐	☐
Explosives	☒	☐	☐	☐	☐
Communicable diseases	☐	☒	☐	☐	☐
Physical danger or abuse	☐	☒	☐	☐	☐
Other (specify)	☐	☐	☐	☐	☐

Primary Work Location:

☒ Office Environment
☐ Warehouse
☐ Shop
☐ Vehicle
☐ Recreation Centers/Neighborhood Centers
☐ Outdoors
☐ Other (Specify)

_____

Protective Equipment Required:

Job Demands

Overall Strength Demands:

Overall Strength Demands	
☒ Sedentary	Exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.
☐ Light	Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly AND/OR walking or standing to a significant degree.
☐ Medium	Exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.
☐ Heavy	Exerting 50-100 pounds occasionally, 25-50 pounds frequently, or from 10 up to 20 pounds constantly.
☐ Very Heavy	Exerting over 100 pounds occasionally, 50-100 pounds frequently, or from 20 up to 50 pounds constantly.

Non-physical Demands:

Non-physical Demands	Frequently	Occasionally	Rarely	Never
Time Pressures	☐	☒	☐	☐
Emergency Situations	☐	☐	☒	☐
Frequent Change of Tasks	☒	☐	☐	☐
Irregular Schedule/Overtime	☐	☒	☐	☐
Performing Multiple Tasks Simultaneously	☒	☐	☐	☐
Working Closely with Others as Part of a Team	☒	☐	☐	☐
Tedious or Exacting Work	☐	☒	☐	☐
Noisy/Distracting Environment	☐	☒	☐	☐
Other (Describe below.)	☐	☐	☐	☐

EXPECTED BEHAVIOR:

Staff – Expected Behavior

The employee is expected to embrace, support, and promote the City's values, beliefs, and culture Which include but are not limited to the following:

- Be positive. Do not participate in gossip
- Maintain confidentiality
- Walk the talk – uphold and live the Goodyear culture
- Encourage positive feedback
- Be accountable – submit responses to all requests for information by due date and meet deadlines
- Support a learning culture
- Be on time for all meetings
- Create and implement ethical standards for your worksite
- Be fiscally responsible
- Support the City's values and mission
- Let common sense prevail
- Be visionary – anticipate issues
- Support organizational change
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors and vendors
- Understand City policies and procedures, make rational decisions/recommendations in accordance with established policy.
- Work in a safe manner and report unsafe activities and conditions. Follow the City-wide safety policy and everyone's responsibility. Make it a critical part of the day to day operations.
- Foster teamwork and actively participate on teams and in City activities
- Lead by example
- Provide outstanding customer service to internal and external customers

These traits are not basic job requirements but are expected behavior. Other duties and responsibilities will be performed as assigned.

SIGNATURES—REVIEW AND COMMENT:

I have reviewed this job analysis and its attachments and find it to be an accurate description of the demands of this job.

	_____	_____
	Signature of Employee	Date
_____	_____	_____
Job Title of Supervisor	Signature of Supervisor	Date
_____	_____	_____
Job Title of Department Director	Signature of Department Director	Date

Comments:_____

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The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.