**Elmore County**

**Class Specification**

**Front Desk Court Clerk**

Class Code Number: 126 Pay Grade: 5

FLSA Designation: Covered/Nonexempt Effective Date: 10/2019, 04/21

**General Statement of Duties**

Performs a variety of clerical, secretarial and customer service duties as required to expedite and maintain proper processes, procedures and protocol on cases brought before the District Court related to civil proceedings and accepting and filing documents as well as appearances regarding traffic infractions and misdemeanor cases; performs related work as required.

**Classification Summary**

The principal function of an employee in this class is to ensure proper processing of various proceedings, including Guardian/Conservatorships, Small Claims, Name changes, Divorces, Custody cases, etc. and appearances in traffic infractions and misdemeanor cases. Responsible for daily reconciliation of till for monies received. The Front Desk Court Clerk also performs customer service duties as the first point of contact in the Court office. As such, the position requires good public relations skills and multi-tasking ability to help customers and to perform regular work duties. The work is performed under the general direction of the District Court Supervisor and Administrative/Front Office Supervisor. The principal duties of this class are performed in a general office environment.

**Examples of Work** (Illustrative Only)

**Essential Duties and Responsibilities**

* Receives and reviews variety of Civil and Criminal documents to ensure form and content is compliant with Court Rules, Statutes, and other requirements;
* Verifies pleadings are complete as appropriate, File-stamps court documents, opens and prepares cases and distributes copies as required;
* Determines and collects the necessary filing fees;
* Performs daily data entry on citations received and verifies Citation Import Reports to ensure case files are properly assigned to correct Prosecutor and Judge;
* Ensures accurate updates on Defendant Party Master Screens and Case Information,
* Collects payment on cases; and balances Till daily;
* Processes documents accepted through File and Serve in Sorting Queues assigned;
* Schedules hearings for Small Claims trials, as indicated on pleadings, or for initial appearance dates;
* Issues Summons and Writs with appropriate fees;
* Provides customer service at the front desk/phones to assist the general public;
* Processes Pleas, Payment Agreements, fine and citation payments received and generates any Warrant Recall and/or Set Aside Default paperwork necessary;
* Processes and delivers protection orders to Sheriff's Office Civil Service Department;
* Processes cash and surety bonds received from the jail or in mail;
* Assists the public regarding court and service procedures, hearing dates, and other resources available to them;
* Performs all work duties and activities in accordance with County Policies, procedures and safety practices;
* Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems; ·
* Responds to citizens' questions and comments in a courteous and timely manner;
* Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of Interdepartmental Operations and activities.
* Performs related work as required.

**Knowledge, Skills and Abilities**

Knowledge of:

* + General office practices and procedures;
	+ Court practices, procedures and protocol.

Ability to:

* Work independently;
* Learn and operate the Navigator computer system;
* Make sound and reasonable decisions in accordance with laws, ordinances, regulations and established procedures;
* Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
* Maintain effective working relationships with the public, Justice Partners, supervisory personnel, and fellow employees;
* Understand and follow oral and/or written policies, procedures and instructions;
* Operate a personal computer and scanner;
* Communicate effectively, verbally and in writing;
* Operate other office equipment;

**Acceptable Experience and Training:**

* + High school diploma/GED with course background in general office skills; and
	+ At least one year of office or court related experience performing similar duties; or
	+ Any equivalent combination of education and experience which provides the knowledge and abilities necessary to perform the work.

**Essential Physical Abilities**

* + Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
	+ Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to establish, maintain and monitor documents;
	+ Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate computer equipment and other office equipment;
	+ Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to work in an office setting.