

# Pima County Consolidated Justice Court Job Announcement

## *Phone Team Clerk*



Open until Friday, November 27, 2009. Apply by 5:00 p.m.

Complete a Justice Court application. Applicants may need to pass assessment testing.

### Submit your application to:

**Justice Court HR**  
115 N. Church, 2<sup>nd</sup> Floor  
Tucson, AZ 85701

Alternatively you may submit your application by fax or email to:

(520) 243-4404 FAX

EMAIL:  
employment@jp.pima.gov

Charity Bender  
HR Manager  
(520) 740-3508  
(520) 740-3019 TDY  
www.jp.pima.gov

**Compensation and Benefits:** The Court offers a competitive compensation and benefits package to include medical, dental, life insurance, flexible spending accounts, retirement and deferred compensation plans, paid vacation and sick leave, as well as other benefits.

Equal Opportunity Employer

All applicants must undergo a complete criminal history investigation.

**Minimum Hiring Rate:** \$10.8024 hourly\*

\*Special Assignment pay of \$1.25 per hour may be provided upon successful completion of the applicable probationary period or applicable evaluation period for current Justice Court employees laterally transferring and a passing score on the assessment testing.

**Minimum Qualifications:** High School diploma or equivalent and two years of administrative/clerical experience to include one year of experience performing administrative/clerical duties in a legal office setting; OR any equivalent combination of experience, training and/or education approved by Human Resources.

**Job Responsibilities:** (for a complete job description email employment @ jp.pima.gov)

**This position requires answering a high volume of telephone calls from individuals asking about their court case. Clerks respond to an average of 70 calls per day.**

- Champion the values of the court through example and accountabilities;
- Perform customer service functions primarily by telephone and occasionally in person; provide information/assistance regarding court proceedings, procedures, documentation, fees, case status/disposition, or other issues; distribute forms and documentation; research information regarding case status and scheduling; respond to routine questions or complaints; research problems/complaints and initiate problem resolution; refer difficult questions and complaints to supervisor;
- Process court documents to assure proper filing, distribution, and required actions by assigning codes, determining the type of violation (civil vs. criminal), determining the type of document and corresponding processing procedures following established procedures for processing;
- Maintain, monitor and disseminate information relating to the disposition of complaints to provide for the timely and accurate processing of complaints by using computer systems, manual documentation, and verbal and written communication following established court policies and procedures.