



# Pima County Consolidated Justice Court

## Job Description

<b>Job Title:</b>	<b>Information Desk Clerk</b>
<b>Class Code:</b>	5692
<b>Class Title:</b>	Litigation Support Level 1 - Courts
<b>FLSA:</b>	Non-Exempt
<b>Court Status:</b>	Court Classified
<b>Salary Range:</b>	\$9.7865 - \$14.6798 hourly
<b>Minimum Qualifications:</b>	
High School diploma or equivalent and one year of administrative/clerical experience; OR any equivalent combination of experience, training and/or education approved by Human Resources.	
<b>Licenses and Certificates:</b>	
None required, but preference given to applicants with specialized certification or licensure relative to the area of assignment.	
<b>Summary:</b>	
Gives information in response to public inquiries and directs visitors to the appropriate division or individual. Provides customer service to internal and external customers of the Pima County Consolidated Justice Court (PCCJC). This is a court classified position that reports directly to the Case Management Supervisor. This position has no supervision responsibilities.	
<b>Essential Duties:</b>	
<ul style="list-style-type: none"> <li>• Champions the values of the court through example and accountabilities;</li> <li>• Provides customer service in person and over the telephone by determining the nature of business, assisting the customer and/or referring the customer to the appropriate division or individual;</li> <li>• Opens, sorts, separates, arranges, date stamps, files, and distributes mail or materials;</li> <li>• Establishes and maintains a filing system within the work unit;</li> <li>• Records and files various PCCJC documents for distribution;</li> <li>• Updates, retrieves and proofreads data utilizing manual and automated systems;</li> <li>• Scans court documents into the court's case management system;</li> <li>• Compiles and prepares forms into packets for distribution to the public;</li> <li>• Researches and responds to public, court agencies, attorneys, PCCJC staff and other County departmental inquiries concerning work unit procedures, policies, activities and services;</li> <li>• Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.</li> <li>• Maintains a check log system for incoming checks and certified mail;</li> </ul>	
<b>Additional Duties:</b>	
<ul style="list-style-type: none"> <li>• Mail division notices;</li> <li>• Create hard file for new cases;</li> <li>• Operate a variety of office equipment such as photo copiers, desktop computers, facsimile machines and a cash register;</li> <li>• Complete duties, special assignments and projects as assigned.</li> </ul>	

**Knowledge of:**

- General office practices and procedures;
- Effective customer service methods;
- PCCJC procedures, preparing and maintaining official court records;
- Business English, spelling, grammar and punctuation;
- Basic mathematics.

**Skill in:**

- Interacting with the public and providing customer service;
- The ability to multi-task. Must be able to work on assignments while assisting customers in person and over the telephone;
- Understanding and following oral and written instructions;
- Entering and proofreading data utilizing word processing and data bases;
- Communicating effectively orally and in writing;
- Operating a cash register and making basic mathematical calculations;
- Operating various office equipment.

**Special Notice Items:**

All positions require satisfactory completion of a background investigation by law enforcement agencies, due to need for access to law enforcement, corrections, detention and courts facilities or associated confidential or sensitive information, documents, communications systems and like materials. Preference may be given to applicants who are Spanish speakers.

**Physical/Sensory Items:**

Typically performs duties in an office environment and may lift material or equipment weighing twenty pounds or less. Must have the ability to remain in a standing or sitting position for extended periods of time.