



Pima County Consolidated Justice Court

Job Description

Job Title:	Court Call Center Support Specialist
Class Code:	5693
Class Title:	Litigation Support Level 2 - Courts
FLSA:	Non-Exempt
Court Status:	Court Classified
Salary Range:	\$11.3495 - \$17.0240 hourly
Minimum Qualifications:	
<p>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 environment; OR any combination of education and/or experience as approved by Human Resources.</p>	
Licenses and Certificates:	
<p>None required, but preference given to applicants with specialized certification or licensure relative to the area of assignment.</p>	
Summary:	
<p>Provides a variety of customer service, administrative and clerical support for the Pima County Consolidated Justice Court primarily via the telephone. Includes considerable public contact primarily on the telephone, processing, filing and reporting of case file information from enforcement agencies in accordance with strict Court policies and procedures. Assists the public with filing Pima County Consolidated Justice Court (PCCJC) documents and explaining PCCJC procedures.</p>	
Essential Duties:	
<ul style="list-style-type: none"> • 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; • Review court or case files for accuracy and completeness, determine next appropriate action, and forward files for proper handling; • Enter data into department databases; update database information; create new spreadsheets/files; and purge old data as appropriate; research information in data bases to include case information, case status and disposition, and/or criminal background checks; • Maintain, monitor and disseminate all state mandated victim rights notifications and follow up information; • Receive and processes payments for fees, fines, and warrants; records payment; update databases to reflect payment; issue receipts; balance payment receipts; and prepare monies for deposit; • Establish payment arrangements according to PCCJC policy and procedure; • Suspend or clear suspensions on driver's licenses and record judgments. 	

Additional Duties:

- Identify, locate, and contact individuals and businesses by phone, correspondence or in person to disclose the status of a case and/or collect accounts receivable or to verify documentation;
- Maintain and monitor forms and supplies;
- Scan and image court documents;
- Schedule hearing dates, process payments, proofs, certificates, and registration from information received in the mail;
- Operate a variety of office equipment such as photo copiers, desktop computers, facsimile machines and scanners;
- Complete duties, special assignments and projects as assigned.

Knowledge of:

- Effective customer service methods;
- General office practices and procedures;
- 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;
- Communicating effectively orally and in writing;
- Understanding and following oral and written instructions;
- The ability to multi-task. Must be able to work on assignments while assisting customers over the phone or in person;
- Entering and proofreading data utilizing word processing and data bases;
- 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 performing frequent data entry. May have to sit, stand, or walk for long periods of time. May lift material or equipment weighing twenty pounds or less.