



Pima County Consolidated Justice Court

Job Description

Job Title:	Court Case Management Generalist
Class Code:	5871
Working Title:	Case Management Generalist
FLSA:	Non-Exempt
Court Status:	Court Classified
Minimum Qualifications:	
High School diploma or equivalent and two years of customer service and/or office experience; OR any combination of education and/or experience as approved by Human Resources.	
Licenses and Certificates:	
None required. Must be able to pass knowledge-based test at 6 months and 1 year after training.	
Summary:	
Provide a variety of customer service, administrative, and clerical support for the Pima County Consolidated Justice Court primarily via the telephone. The incumbent will have considerable public contact primarily on the telephone responding to customer inquiries. This is a court-classified position. This position has no supervisory responsibilities.	
Essential Duties:	
<ul style="list-style-type: none">• Perform customer service functions primarily by telephone and occasionally in person; provide information and/or assistance regarding court hearings, court procedures, fees, case status/disposition, lift defaults on driver's licenses; distribute forms; respond to and research routine questions or complaints;• Review court or case files for accuracy and completeness to determine next appropriate action;• Receive and processes payments; update databases to reflect payment; issue receipts; balance payment receipts; and prepare daily cash out;• Establish payment arrangements according to PCCJC policy and procedure;• Provide customers with available options and/or resources according to court policies and procedures based on case type;• Perform a quality check on each case for each call received correcting any issues;• Guide customers to the court's website to use available online resources;• Create calendar events in the court's case management system.	

Additional Duties:

- Provide in-person coverage at the court's information window;
- Process the court's returned mail;
- Ensure the court's electronic record is accurate using available reports;
- Respond to all customer service emails received by the court;
- Operate a variety of office equipment such as photocopiers, desktop computers, facsimile machines, and scanners;
- Complete side duties, special assignments, and projects as assigned.

Knowledge, Skills, and Abilities:

- Must have knowledge of the court's organization and structure, operations, rules, and procedures.
- Must have the ability to communicate effectively with coworkers, court staff, and the public.
- Must have knowledge of office procedures and practices including record keeping.
- Must have knowledge of office equipment and computer software such as Word, Outlook, and Excel.
- Must have knowledge of the principles and practices of time management, including time constraints and deadlines.
- Must have knowledge of business English, grammar, punctuation, spelling, and a strong mathematical aptitude.
- Must have knowledge of principles of research and data analysis.
- Must have skills in filing and typing forms, documents, and correspondence.

Special Notice Items:

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

This job description may not be inclusive of all assigned duties and responsibilities. The court reserves the right to amend the duties and responsibilities at any time.

Physical/Sensory Items:

Typically performs duties in an office environment performing frequent data entry. May have to sit, stand, and type for long periods of time. May lift material or equipment weighing twenty pounds or less.