



Pima County Consolidated Justice Court

Job Description

Job Title:	Court Case Management Specialist
Class Code:	5905
Working Title:	Case Management Specialist
FLSA:	Non-Exempt
Court Status:	Court Classified
Minimum Qualifications:	
High School diploma or equivalent and one year of customer service and/or office experience; OR any equivalent combination of experience, training, and/or education approved by Human Resources.	
Licenses and Certificates:	
None required.	
Summary:	
Provides a variety of customer service, administrative and clerical support for the Pima County Consolidated Justice Court. Includes considerable public contact in person and 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 procedures.	
Essential Duties:	
<ul style="list-style-type: none"> • Provide customer service in person, over the telephone, by email, and/or by other technology approved by the court to determine the nature of business, assist the customer, and/or refer the customer to the appropriate division or individual; • Receive, process, monitor, and disseminate court documents according to rules, policies, procedures, and statutes ensuring accuracy; • Receive and process payments per minimum accounting standards; • Follow through on court order completion paperwork to ensure appropriate court timelines are followed; • Enter case information into department databases; update case information; research case inquiries to include case information, case status, and disposition; • Scan court documents into the court's case management system; • Receive court documents; review, verify, and process documents; create case files; • Process proofs, certificates, and registration from information received in-person or via the mail; • Assist court customers with sensitive issues; • Communicate case information effectively to partner agencies; • May specialize in an assigned court services function such as the customer service window, information 	

window, small claims, warrants, long forms, domestic violence, default, bonds, motions, garnishments, dispositions, dismissals, orders of protection, etc. (this list is illustrative and not all-inclusive).

Additional Duties:

- Drop off and pick up paperwork for case files and interdepartmental mail;
- Operate a variety of office equipment such as photocopiers, desktop computers, facsimile machines, and scanners;
- Complete duties, special assignments, and projects as assigned.

Knowledge, Skills, and Abilities:

- Must have knowledge of general office procedures and practices to include record keeping, filing, and typing forms, documents, and correspondence.
- Must have knowledge of office equipment and software such as Microsoft Word, Outlook, and Excel.
- Must have knowledge of business English, grammar punctuation, spelling, and a good mathematical aptitude.
- Must have the skills to operate a computer to enter and retrieve information in a complex database.
- Must have good organization, time management skills, and problem-solving skills;
- Must have the ability to research facts, analyze, and identify resolutions to issues.
- Must have the ability to work independently and under pressure.
- Must have the ability to communicate effectively, both verbally and in writing, with a diverse group of people.

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 courts facilities or associated confidential or sensitive information, documents, communications systems and like materials. Preference may be given to applicants who are Spanish speakers.

A valid AZ driver license is required at the time of appointment if duties will require court travel reimbursement. The successful applicant will be subject to a 39-month Motor Vehicle Record review to determine the applicant's suitability to operate a motor vehicle in accordance with Pima County administrative procedures. Out-of-state applicants must supply a 39-month Motor Vehicle record from their home state pursuant to Pima County Administrative Procedure 30-31 Driver Qualifications and Authorization.

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 requiring repetitive hand/arm movements. May have to sit, stand, or walk for long periods. May lift material or equipment weighing twenty pounds or less.