



City of Duluth
3167 Main Street
Duluth, GA 30096
(770) 476-3434

JOB DESCRIPTION

JOB TITLE: **COURT ASSISTANT**

DEPARTMENT: Municipal Court

SUPERVISOR(S): Clerk of Municipal Court

DATE: 01/09/2012; updated 12/10/2013; updated 6/10/2016

EEO GROUP: 06 (Administrative Support)

EEO FUNCTION: 01 (Financial/Administration/General Control)

FLSA: Non-Exempt (“hourly”)

DESCRIPTION TYPE: Series

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer without notice as the needs of the employer and/or requirements of the job change.

JOB SUMMARY:

This position is responsible for providing clerical and record-keeping support to the Municipal Court. This position involves general office skills including keyboarding and computer data entry; providing customer service, collecting fines and fees; and processing, maintaining, retrieving, filing, and disseminating information and documents.

This employee performs a variety of routine clerical duties affecting the operation of the Municipal Court. Successful performance helps ensure the accuracy of administrative records and facilitates the efficient and effective operation of the Municipal Court.

DISTINGUISHING CHARACTERISTICS AMONG SERIES JOBS:

A Court Assistant is an entry-level position.

A Senior Court Assistant requires at least one year employment as a Court Assistant, specific experiences and abilities in a wide range of assignments within the Municipal Court, passing a written exam, and acceptable job performance appraisal ratings. Senior Court Assistants “sit the bench” as an administrative assistant to the Judge during court sessions.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Assists in providing customer service to the general public and police personnel by phone and in person, to include:
 - a. greeting visitors and ascertaining nature of the visit
 - b. providing information (i.e., determining case numbers via computer)
 - c. collecting fines and fees and generating a receipt using cash register and/or credit card machine
 - d. balancing monies received to receipts and submitting reports to the supervisor
 - e. providing general information (i.e., directions and procedures)
 - f. researching requested information
 - g. producing copies of reports from computer or originals
2. Assists with processing paperwork by categorizing, logging, batching and distributing paperwork to appropriate locations for further processing
3. Opens and processes mail addressed to the Municipal Court which is in their assigned area of duties
4. Operates computer systems, fax machines, telephones, cash register and credit card machine
5. Distributes reports and files to various criminal justice officials and authorized members of the general public
6. Notarizes documents as requested

7. Operates a terminal on the state and national crime computer information network (GCIC/NCIC); retrieving records of drivers' license status and history and criminal history record information, and sending required responses to inquiring party
8. Operates an in-house computer system terminal by retrieving information regarding police incident reports, citations, and accident reports
9. Enters data from various police reports, including incident reports, accident reports, and citations into a computerized records management system using standard references in a prescribed order and/or format, checking all entries for accuracy
10. Word processes a variety of correspondence, forms, documents, reports, memoranda, and other written communications from written copy, verbal or written instructions. or detailed procedural guides, checking correspondence for accuracy
11. Receives, organizes, classifies, pulls and files documents, inserts and extracts materials from files and prepares new file folders as needed; checks forms for accuracy and completeness
12. Assists co-workers and other employees as needed
13. Cleans up and routinely organizes office for easy work access and safety; maintains a safe work area

Essential Duties and Responsibilities of All City Employees:

1. Adheres to all applicable state and federal laws; local ordinances; City and Departmental policies, procedures, rules and regulations.
2. Endeavors to continuously improve the services provided to the citizens of Duluth.
3. Makes positive suggestions for improvement
4. Performs other related duties and functions as assigned, required, or directed, or which are obviously necessary, readily apparent, or related to other duties and responsibilities
5. Demonstrates good interpersonal communication skills with citizens, co-workers, and supervisors
6. Works as scheduled
7. Accepts and follows instruction, evaluation and correction
8. Demonstrates interest and initiative in learning new techniques and procedures; attends scheduled training

9. Helps other employees when needed or asked
10. Assists in training new employees
11. Carries assigned workload
12. Wears acceptable and clean clothing/uniform
13. Demonstrates acceptable personal hygiene and grooming
14. Demonstrates appropriate decision making/problem solving ability
15. Follows chain-of-command

Peripheral Duties:

None

SUPERVISION RECEIVED:

New employees perform work under close supervision of the Clerk of Municipal Court, progressing to general supervision as their skill level and competency increase. Work is spot checked at the discretion of supervisors.

EMPLOYMENT STANDARDS:

Employees must be at least 18 years of age, and must be legally able to accept work in the United States.

Experience, Training and/or Education:

Any combination of experience, training, and education which provides the required knowledge, skills, and abilities to perform the duties and responsibilities of the job will be considered.

1. A High School diploma, state-issued GED, or equivalent is required
2. Previous work experience in customer service (by phone or in person), or general clerical duties in an office environment is preferred.
3. Training from a recognized institution in office technology, secretarial science, information systems, office administration, business administration, public administration, accounting, criminal justice, or a closely related area is desirable.
4. Written and/or spoken fluency in a foreign language (particularly Spanish or Korean) is desirable.

Other Requirements:

Failure to: (1) obtain and maintain all required certifications, licenses, and commissions as required; or (2) failure to successfully complete all required training; or (3) failure to meet other job requirements may result in discipline, up to and including termination of employment.

1. The employee must sign a GCIC “Awareness Statement” regarding confidentiality of criminal justice information and criminal history record information; and abide by the stringent regulations concerning the protection of such information from dissemination to unauthorized persons.
2. Basic-level GCIC Terminal Operator certification is required to operate the state and national crime computer terminals and Entry-level certification is required for those Technicians making GCIC file entries. The certification consists of the successful completion of a workbook, the passing of chapter tests, and the passing of a final certification test. The employee has 6 months from the time material are issued to become certified. This certification is required for any employee who operates a GCIC terminal, and the certification may be obtained after employment.
3. Obtaining a Notary Public commission is required in order to notarize documents. This commission may be obtained after employment.
4. Possession of a valid Georgia Driver's License for the type of vehicle operated is required within 30 days of hire, and must be maintained throughout employment.
5. Acceptable Motor Vehicle Record (MVR)
6. Must be willing to work Monday-Friday, 8am – 5pm; occasionally, however, various other hours may be required on an infrequent basis.
7. Keyboarding at rate of not less than 30 words per minute

TOOLS AND EQUIPMENT USED:

While performing the duties of this job, the employee uses and operates a variety of tools and equipment, including:

Office Equipment – computer, various office suite-type software (including MS Word, Excel, etc.) and proprietary software, 10-key calculator, telephone, fax machine, copy machine, credit card machine, cash register

KNOWLEDGE, SKILLS & ABILITIES:

The requirements listed below are representative of the knowledge, skills and abilities (KSAs) required for satisfactory performance of the job duties and responsibilities at a “Fully Proficient Level.” Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge:

Knowledge of the principles and practices of providing exceptional customer service

Knowledge of applicable federal laws and administrative rules; state laws and administrative rules; and city ordinances, especially the Georgia Open Records laws

Knowledge of departmental and city policies, procedures, directives, rules and regulations

Knowledge of external directives

Knowledge of the confidentiality requirements of criminal justice information and criminal history record information

Knowledge of the geography, road network, traffic patterns, public buildings, and emergency facilities of the city

Knowledge of GCIC operating procedures, rules and regulations; including the GCIC databases and how they interrelate

Knowledge of basic, standard American English grammar, punctuation, spelling, language usage and vocabulary

Knowledge of basic mathematics

Knowledge of the criminal justice system

Knowledge of judicial terminology, court systems, and court procedures; especially of the Duluth Municipal Court, and Gwinnett County State and Superior Courts

Knowledge of office procedures

Knowledge of general office practices and clerical procedures (including alphabetical and numerical filing systems, electronic filing systems, business correspondence, and record management)

Knowledge of basic bookkeeping procedures sufficient to understand how to balance cash drawers and properly account for payments

Knowledge of interpersonal communication skills

Knowledge of the safe operation of tools and equipment used in the job

Knowledge of safe work methods

Knowledge of body mechanics necessary to safely lift and move light objects

Skill:

Skill in writing legibly

Skill in the effective and efficient use of office equipment, including, but not limited to: cash register, credit card machine, typewriter, calculator, copy machine, computer, telephone, and fax machine

Skill in safely lifting and moving light objects

Ability:

Ability to perform the essential duties and responsibilities of the job

Ability to learn the specific operations, procedures, and equipment of the office

Ability to safely and efficiently operate assigned equipment and tools

Ability to be constantly alert and aware of the hazards involved and apply safety practices and principles in reporting and preventing accidents

Ability to provide exceptional customer service

Ability to apply standard solutions to recurring situations

Ability to work within deadlines to complete projects and assignments

Ability to speak clearly so that it is understandable to a listener

Ability to listen actively

Ability to handle difficult and emergency situations in an effective, safe, timely and legal manner

Ability to successfully interact with people of different social, economic and ethnic backgrounds

Ability to input data into a computer or onto forms with accuracy and completeness

Ability to carry out duties according to federal and state laws and administrative regulations; city ordinances; Departmental policy, procedures, directives, rules and regulations; and external directives

Ability to observe and analyze situations quickly and objectively and, using good judgment, determine an effective and efficient course of action to be taken with due regard to the task, hazards, situation, and circumstance

Ability to communicate effectively with people in a courteous, tactful, and fair manner under all conditions

Ability to provide information and explanations of the processes and procedures of the municipal court to the public

Ability to read, speaks, write and spell using standard American English grammar

Ability to write and/or type orders, forms, reports, letters, memos and correspondence from long hand, rough draft, or oral instructions.

Ability to recall and relate details of incidents in order to prepare written reports and present information to concerned parties

Ability to perform basic mathematical calculations with speed and accuracy

Ability to understand and follow quickly and accurately oral and written instructions and procedures

Ability to obtain information through observation and interview

Ability to successfully complete the Department's training programs following employment/assignment

Ability to read and interpret maps in order to find locations and to give accurate directions

Ability to work well in a high-pressure, multi-tasked environment amid frequent interruptions and to redirect focus of attention to a task after an interruption

Ability to assign priorities to tasks and to reassign priorities as the situation and circumstances change

Ability to search for information from many various sources in order to respond to appropriate and relevant requests or to complete required duties

Ability to organize information for the employee's own use in their official capacity, and to present it to others for their use

Ability to analyze, plan and organize work

Ability to maintain records within filing systems (file management)

Ability to establish and maintain effective working relationships with a wide range of persons, including: supervisors, peers, subordinates, other city employees, attorneys, and the general public

Ability to work effectively as an individual and as a team member

Ability to assert self appropriately

Ability to accept responsibility, acknowledges mistakes, and share successes

Ability to adapt to change and changes in work conditions, and work in an environment of growth and innovation

Ability to handle sums of money accurately

Ability to perform computer related functions

Ability to perform very basic bookkeeping functions

Ability to keyboard accurately

Ability to properly handle confidential information

Ability to successfully pass the selection process for this position

Ability to problem-solve and make decisions

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Testing and/or evaluation of these requirements may be conducted as part of the selection process. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is:

- frequently required to use their hands to finger, handle, feel or operate objects, tools, or controls—such as to operate a variety of office machines and equipment
- frequently required to reach with hands and arms
- frequently required to sit, stand and walk

- Frequently required to talk (to convey information, ask questions, etc.)
- Frequently required to hear ordinary conversations (such as questions on the phone or in person, etc.)
- frequent lifting of light items utilizing proper body mechanics and techniques
- occasionally required to kneel, stretch, squat, bend or stoop

The employee frequently lifts and/or moves up to 5 pounds, but must occasionally lift and/or move up to 20 pounds.

Specific vision abilities required by this job include correctable binocular vision sufficient to perform job duties, which means: the ability to adjust focus, close vision, distance vision, no marked red-green deficiency of color vision, normal depth perception, no significant interference with night vision, no significant loss of peripheral vision, and no uncorrectable strabismus which is accompanied by double vision.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee normally works in an office environment, typically sitting at a desk or standing at a service counter in an office environment. The noise level in the work environment ranges from quiet to moderately loud. Employees may have to deal with somewhat hostile individuals as they come to Municipal Court or pay their fines.

EQUAL OPPORTUNITY EMPLOYER:

The City of Duluth is an Equal Opportunity Employer. The City will conform with all applicable local, state, and federal laws concerning employment and will not illegally discriminate with regard to age, sex, sexual orientation, gender identity, race, color, religion, national or ethnic origin, disability, genetic information or other legally protected status or classification, except where mandated or permitted by law as a bona fide occupational qualification.

It is the policy of the City of Duluth to provide equal employment opportunity (EEO) for all applicants and employees. This EEO policy applies to all areas of employment including recruitment, hiring, training, promotion, compensation, benefits, transfer and other terms and conditions of employment.

AMERICANS WITH DISABILITIES ACT (ADA):

The City of Duluth, in compliance with the Federal law, will provide reasonable accommodations to qualified individuals with disabilities.

REFERENCES

GACP Standards (5th edition) - 3.6

CALEA Standards (4th edition) - 21.2.2