

JOB TITLE: Court Compliance Representative

JOB NO: CL073116

JOB FAMILY: Clerical

FLSA: Non-Exempt

SAFETY SENSITIVE: No

Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

GENERAL SUMMARY

To improve the compliance/collection rate of all judgments resulting in an increase in collection of fines and court cost with decreasing warrant issuance and the total number of outstanding cases. Provide efficient and timely customer service to citizens. Provide alternatives to default to citizens with extenuating circumstances in satisfying court ordered fines.

SUPERVISION

General supervision is provided by the Assistant Manager of Collections.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. All behaviors comply with the Code of Conduct and Rules of Behavior outlined in Chapter 8 of the General Government Policies and Procedures Manual.
2. Lead, plan, direct, and participate in the activities and operations of the collection improvement program.
3. Assist the public in person and by phone including retrieving information and files, and providing specific information regarding default alternatives.
4. Interview citizens and verify applications submitted for payment alternatives.
5. Operate a computer terminal and printer to type, enter, modify and retrieve a wide variety of court documents, reports, records, letters and other material.
6. Prepare documents required for default hearings and issuance of Capias Pro Fine Warrants.
7. Sort, file, copy and distribute court documents, reports to appropriate personnel; process.
7. Compile information to prepare complete statistical reports to the State Comptroller.
8. Process court payments on citations; prepare receipts on payment.

OTHER DUTIES AND RESPONSIBILITIES

1. Proof citations with the complaint for accuracy; sign and affix court seal on complaints.
2. Prepare and mail various follow up letters to citizens.
3. Maintain a records filing system.
4. Perform other duties as assigned.

MINIMUM JOB REQUIREMENTS

EDUCATION

High School Diploma or GED.

EXPERIENCE

One year of clerical work experience requiring public contact and the interpretation of rules and regulations; type 35 wpm.

LICENSES AND CERTIFICATES

None required.

COMPETENCIES

An employee's performance will be evaluated based on five competencies.

1) Job knowledge; 2) Teamwork; 3) Customer Service; 4) Flexibility; 5) Work Ethic.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

English usage, spelling, grammar, and punctuation.

Basic business letter writing and report preparation.

Basic principles and procedures of record keeping.

Modern office methods, practices, procedures and computer equipment.

Skill in:

Processing court documents accurately and efficiently.

Dealing with the public in a courteous manner.

Ability to:

Learn the organization, procedures and operating details of a municipal court system.

Learn to perform specialized court clerical work under minimal supervision.

Learn, correctly interpret and apply the laws, codes, policies and procedures related to the processing of court documents.

Work courteously with the general public on the telephone or in person.

Maintain accurate records and files.

Make arithmetical calculations quickly and accurately.

Operate a variety of office equipment including a computer terminal.

Type at a speed necessary for successful job performance.

Understand and carry out oral and written directions.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Pass a medical physical examination.

PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT

Maintain effective audio-visual discrimination and perception needed for:

- *making observations*
- *operating assigned equipment*
- *communicating with others.*

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:

- *sitting or standing for extended periods of time*
- *operating assigned equipment.*

Director of Human Resources

Date

Department Director

Date

ISSUE DATE: January 2007

DATE REVISED: