



City of Irving Job Description

Senior Court Clerk

FLSA Status:	Non-Exempt	Job Department:	Municipal Court
Job Code:	M362	Reports To (Job Title):	Court Services Coordinator or Court Operations Manager

PURPOSE

To provide technical supervision of the Court, clerical staff in support of the Municipal Court and assist in coordinating all related duties and functions. To provide information and assistance to the public regarding the range of Municipal Court services, policies, and procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Provide functional supervision for the court clerical staff and work closely with the Court Coordinators, Chief Marshal, Court Operations Manager and the Director in maintaining efficient Court operations.
- Perform all of the duties of a court clerk, in support of daily operations, as needed.
- Participate in the processing of court documents in accordance with court procedures and legal requirements; maintain official records of court proceedings, as well as the court files and imaging and filing systems; and, assist in courtroom operations, including pre-trial and trial dockets.
- Respond to and resolve difficult and sensitive defendant requests, citizen inquiries, and complaints; and, answer questions and provide information to the public (in person, through e-mail, and on the phone) regarding the policies and procedures of the court.
- Inform violators of amounts due, accept fine payments from defendants, issue receipts for payments, and process bonds accordingly.
- Act as liaison between the Court and Finance Department, balance cash drawer, compute cash reconciliations of general ledger, confirm balance sheet, and prepare the daily deposit report for the Finance Department.
- Ensure correct application of payments made to the court, including those made via Internet, phone, credit card, night depository, or in person, and correct any errors in application of funds.
- Oversee the payment plan application process to ensure OCA compliance.
- Assist in the input of citations into the case management system, upload automated e-citations from the police holding file into the case management system and the Imaging System, and audit incoming documents against image repository for verification of accuracy.
- Coordinate with DPS Austin in reporting and removing convictions.
- Oversee the production of warrants and coordinate on all related activities, including quality control through the pre-warrant process, Judicial and Marshal review prior to activation, activation and entry in to the Regional database in conjunction with the Chief or Senior Marshal, and statistical accounting and reporting of these activities.
- Coordinate clerical collection and compliance related activities, including: automated pre-warrant calls & notices; clerical, volunteer, & automated warrant calls, ensuring all warrant activities are in compliance with the OCA model; and, statistical tracking and reporting of activities and program status.

- Provide clerical support to all Marshal activities, including review of any issues involving warrant issuance, prisoner transports, or field arrests; support the City Marshal's Office in all special projects; develop reporting and tracking methodologies for Marshal activities, as requested by the Senior or Chief Marshal.
- Participate in the hiring and training of new personnel.

OTHER DUTIES AND RESPONSIBILITIES

- Assist with time entry for payroll purposes.
- Suspend/reinstate license for Juveniles and Minors.
- Process expunctions for Juveniles and Minors and from higher courts.
- Perform related administrative support duties as assigned.

SUPERVISORY RESPONSIBILITIES

As assigned, Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which *may* include approximately 1-5 employees.

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 3 to 7 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Assists Court Services Coordinators and Court Operations Manager in evaluation of budget needs for the Division.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- High School diploma or general education degree (GED).

EXPERIENCE

- A minimum of three (3) years of municipal court clerk experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Valid Texas driver's license, or the ability to obtain one, is required.
- Court Clerk Level I certification is beneficial.

KNOWLEDGE OF

- Accounting: Principles and practices including general ledger, accounts payable, and accounts receivable.
- Applied Math: Concepts such as fractions, percentages, ratios, and proportions.
- Computer Usage: Computer hardware and software applications.
- Confidentiality: Methods and techniques of the proper handling and precautions for classified, confidential, and sensitive information.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Government Policy: Policies, operations, and processes at the local, state, and national levels.
- Law and Government: Laws, legal codes, court procedures, precedents, government regulations, and the democratic political process.
- Municipal Court: Principles and processes involved in the administration and operation of a Municipal Court.
- Industry Software: Programs (such as the case management system) for updating and processing Court cases; Access to IPD Jail/CAD computer programs and records for processing arrest & arraignments; and, software allowing for indexing and scanning Court records.
- Office Systems: Administrative and clerical procedures and systems such as word-processing systems, filing and records management systems, form design principles, and other office procedures and terminology.
- Open Records Act: Laws and guidelines related to fulfillment of requests for information.

SKILLS AND ABILITIES IN

- Accuracy: Paying attention to detail in dealing with numbers, words, and ideas.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Active Learning: Working with new material or information to grasp its implications.
- Functional Supervision: Motivating, developing, and directing people as they work.
- Mechanical/Technical: Safely operating diverse equipment including computers, copiers, fax machines, and radios.
- Service Orientation: Actively looking for ways to help people.
- System Ability: Multi-tasking by working with multiple software packages simultaneously.
- Written and Oral Expression: Communicating effectively with others in writing, as well as through speech, so others will understand, as indicated by the needs of the audience. This includes writing routine reports, business correspondence, and procedure manuals.
- Typing: Accurately entering information using computer keyboard.
- Interactive Presentation: Effectively presenting information and responding to questions from groups of managers, clients, customers, and the general public.
- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- Oral Comprehension: Listening to and understanding information and ideas presented through spoken words and sentences.
- Time Management: Managing time wisely to complete assignments on time.
- Effective Supervision: Producing decided, decisive, and/or desired effect in the actions of those under one's direction.
- Maintaining Current Knowledge: Reading, analyzing, and interpreting general business periodicals, professional journals, technical procedures, or governmental regulations.

- Composure under Duress: Remaining composed and making sound decisions during stressful or sensitive circumstances.
- Judgment & Decision-Making: Weighing the relative costs / benefits of a potential action.
- Self-Management: Working independently and without supervision.

GUIDANCE RECEIVED

Periodic Supervision and Range of Guidelines/Procedures

Follows periodic direct instructions and guidelines, policies and procedures that require some interpretation. Problems that cannot be addressed through an existing guideline, policy or procedure are referred to supervisor or more senior position. Position incumbent must exercise judgment about when to escalate issues.

CONTACTS

Extensive contact with the public, including private attorneys in the processing of Court cases. Daily contact with the Judges and Prosecutors assigned to the Court in the processing of dockets, trial proceedings, and defendants' cases in person, and through the mail and e-mail. Routine contact with other divisional staff and employees from other city departments and frequent phone contact with defendants and Court and law enforcement personnel from other agencies throughout the Metroplex.

EQUIPMENT AND PROPERTY

Operates all assigned office equipment including, computers, calculators, copying machines, fax machines, printers, phone systems, etc.

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.*

The employee constantly is required to listen, reach, see, talk, and/or walk. S/he frequently is required to pull, push, sit, stand, and/or stoop. Specific vision abilities required by this job include close vision and distance vision.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The work environment characteristics described here are representative of those that an office employee encounters while performing essential functions related to customer service and routine contact with the public. Occasionally, s/he must deal with irate and/or hostile defendants. This job requires the employee to make decisions directly affecting the safety of others. The noise level in the work environment is usually moderate.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.