



## City of Irving Job Description

### Court Clerk

---

<b>FLSA Status:</b>	Non-Exempt	<b>Job Department:</b>	Municipal Court
<b>Job Code:</b>	M412	<b>Reports To (Job Title):</b>	Court Operations Manager, Court Services Coordinator, or Senior Court Clerk

---

#### PURPOSE

To perform responsible clerical duties in support of the Municipal Court, and to provide assistance and information to other departments, divisions, and the public regarding court policies and procedures.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Provide customer service and case disposition options, as allowed by State law and Court policies, on the phone, through e-mails, faxes, or in-person, based on a defendants' circumstances and eligibility, and process and update cases based on the outcome of the transactions.
- Maintain official records of court proceedings, along with the court automated case management system and document imaging systems.
- Perform on-site support in the courtroom, in a real-time environment, during pre-trials, attorney pre-trials, trials before the Judge, jury trials, and juvenile dockets; Balance the court docket and accounts for monies received.
- Process incoming motions to include new trials, discoveries, expunctions, and appeals to Dallas County, Appeals Court.
- Coordinate and update hearings & trials (including jury trials) with attorneys, defendants, as well as police personnel.
- Respond to and resolve difficult and sensitive defendant requests, citizen inquiries, and complaints; answer questions and provide information to the public (on the phone, through e-mails, faxes, or in person) regarding the policies and procedures of the court.
- Process cash bonds (applications and forfeitures), verify cash bond refunds with the Finance Department, process appearance bonds, and assign court dates.
- Process defendants through community service program, coordinate or schedule community service work with defendants, participating departments, and agencies; review criminal history for placement determination; and, verify completed community service work, updating as appropriate.
- Track cases in alternative status, and prepare dismissal recommendation listings to judge for defendants who have satisfactorily completed probation. Set Show Cause Hearings for defendants who have defaulted on their probation and notify defendants of hearing dates.
- Sort and scan paper documents, including citations, into the courts Imaging System and index them to the corresponding case files. Verify legibility of scanned documents and rescan or adjust scanning settings for corrections.

- Responsible for warrant production and related activities including printing pre-warrant lists and status reports, ordering warrants, activating warrants, and notifying defendants of warrants being issued for their arrest through automated calls and clerical contacts. Also, coordinate with other Court divisions, Marshals, IPD, and outside agencies on issues involving arrests on Irving warrants and prisoner transport requests.
- Input, or assist with 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; Audit incoming documents against image repository for verification of accuracy.
- Perform related clerical support duties as assigned.

**OTHER DUTIES AND RESPONSIBILITIES**

- Serve as a collections clerk, making pre-warrant phone calls to delinquent defendants, running programs for automated call-outs and notice generation, and supporting Court sponsored compliance programs as directed.
- Act as liaison between the Court, the judge, and jail personnel, to include preparation of all County and Municipal forms and legal documents mandated for arraignments and magistrations. Apply jail cash, jail credit and time-served when ordered by the judge. Liaison required to perform these duties during weekdays, work week-ends and holidays on a rotational basis.
- Coordinate requirements for all Teen Court, minor, and juvenile cases, as well as, prepare required documentation for Teen Court sentencing hearings. Give direction and information to parents/juveniles regarding program and referrals to the community for counseling or other needs.
- Assist in recruiting, training and supervising youth and adult volunteers as well as locating appropriate community service placements for defendants; Maintain volunteer records as well as program statistics and assist the Teen Court Assistant and Coordinator as directed.

**SUPERVISORY RESPONSIBILITIES**

Supervisory responsibility is not a regular part of the position.

**FINANCIAL / BUDGETARY RESPONSIBILITY**

Process payments from defendants to include state-wide electronic payments from other state agencies, non-cash credit (based on assignment), cash, check, and credit card payments at the customer service windows, on line, and through the mail, on a daily basis.

**QUALIFICATIONS:**

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

**EDUCATION**

- Equivalent to a High school diploma or general educational development (GED).

**EXPERIENCE**

- A minimum of one (1) year of customer service relevant experience.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

- None

## **KNOWLEDGE OF**

- 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 (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 (OnBase).
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City. This includes Microsoft Word, Excel, automated imaging systems, and other common computer programs used in a modern office setting.
- 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.
- Warrant Execution: Principles and procedures for the preparation and delivery of warrants.

## **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**

### **On-going Instructions and Range of Procedures**

Follows a range of established procedures, work methods and direct instructions. Must determine which procedure or method applies to each task or assignment and has some flexibility about the sequence of work. Issues outside of specific instructions and procedures are referred to supervisor or more senior position.

## **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 staff from other divisions within the department 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. While performing the duties of this job, s/he occasionally 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.