



**City of Klamath Falls**

**Position Description**

Position: Court Services Assistant	Group: AFSCME
Department/Site: Municipal Court	FLSA: Non-Exempt
Evaluated by: Management Analyst	Salary Grade: 110

**Summary**

Provides wide variety of specialized clerical and administrative support to the City’s Municipal Court system by maintaining the records of court proceedings, recording rulings, findings, pleas and sentences, and accepting and accounting for fines. Sets up and maintains accessible files and documents. Ensures orderly and organized courtroom.

**Distinguishing Career Features**

The Court Services Assistant is the entry-level career path for administrative and accounting support to the City’s Municipal Court. The Court Services Assistant is the entry level and focuses on accounts receivable collections, attending to customers at the counter, and related communications. The Court Services Specialist demonstrates the ability to create and maintain files, accept fines, and provide support to court proceedings. The Court Services Specialist Senior serves as a working team leader, demonstrating the ability to train others, update specialized information systems used to support the courts, serve as bailiff, and coordinate community service-based restitution.

**Essential Duties and Responsibilities**

- Receives and enters citations, complaints and warrants into the computer. Checks for required driving records and suspension information. Checks history, files appropriately and completes related court reports.
- Listens to and documents judicial actions or directives, including rulings, findings, pleas and sentencing. Checks defendants in for hearings and verifies recorded information prior to court. Prepares court paperwork, sets up the courtroom and records court dispositions.
- Responds to questions or inquiries from other court departments, agencies, defendants, attorneys, witnesses and victims as requested by the Judge.
- Receives payments for fines, fees, and bails. Prepares receipts and credits payments on account for fines, bails, parking payments, and other Police Department business.
- Counts and balances cash receipts. Prepares reports for further processing.
- Receives telephone and walk-in guests, and correspondence from general public, defendants and attorneys. Provides information and composes routine replies to correspondence using standard language and formats. Refers visitors to appropriate staff

for assistance with complex or unusually sensitive and private matters.

- Maintains and alphanumeric filing system for warrants. Prepares warrants, enters information onto a law enforcement database and removes information when required.
- Accesses law enforcement databases to search and request computerized driving, Motor Vehicle Registration, and Criminal History Records for use in legal proceedings.
- Provides support to Municipal Court proceedings by assisting with setting up caseloads on court calendars and issuing trial notices.
- Processes incoming and outgoing mail
- Completes Oregon State Bureau Fingerprint Disposition cards when case is concluded and forwards to the Oregon State Bureau of Identification and local Law Enforcement Agency.
- Performs other duties as assigned that support the overall objective of the position.

## **Qualifications**

### **▪ Knowledge and Skills**

The position requires knowledge of municipal court procedures and processes, and ordinances, statutes, and laws within the scope of the Municipal Court's jurisdiction. Requires knowledge of law enforcement computer-aided databases including protocols and administrative rules regarding access, use and dissemination of data. Requires basic knowledge of general municipal court procedures and processes. Requires a working knowledge of office practices, procedures and equipment, including filing systems, receptionist and telephone techniques, and letter and report writing. Requires business mathematics skills to compute sums and statistics. Must be skilled in using and troubleshooting various standard office machines. Requires skill using the English language, grammar, spelling, punctuation, proofreading/editing, to prepare routine, yet professional correspondence. Requires sufficient human relations skills to make present a positive image of the department, convey technical information to others, and use patience and sensitivity in dealing with a diverse population that can be hostile and confrontive.

### **▪ Abilities**

Requires the ability to perform all of the duties of the position efficiently and in an open environment with multiple interruptions and distractions. Must be able to perform clerical and administrative work with speed and accuracy. Must be able to interpret, explain, apply, and train others in knowledge of division organization, operations, programs, functions and special terminology when performing assignments. Requires the ability to plan, organize and prioritize work in order to meet schedules and timelines. Requires the ability to work cooperatively with senior citizens. Requires the ability to work as contributing member of a team, work productively and cooperatively with other teams and external customers, and convey a positive image of the City and its services. Requires the ability to use a personal computer to produce correspondence and reports, and type/keyboard accurately. Requires the ability to maintain confidentiality of private and sensitive information. Requires the ability to complete police standards training and earn a certificate for access to law enforcement databases within six months of employment. Requires the ability to work varying shifts.

- **Physical Abilities**

The position incumbent must be able to function indoors in an office environment engaged in work of primarily a sedentary nature. Requires ambulatory ability to sit for extended periods of time, to use microcomputers and peripheral equipment, accomplish other desktop work. Requires the ability to use near vision to read printed materials. Requires auditory ability to carry on conversations in person and over the phone. Requires manual and finger dexterity to write, use a pointing device and keyboard at an advanced rate, operate microcomputer, and to operate other standardized office equipment, almost constantly requiring repetitive motions.

- **Education and Experience**

The position typically requires a high school diploma, and 12 to 18 months of clerical, records, or dispatch experience in a law enforcement, fire, or security environment.

- **Licenses and Certificates**

Requires a valid Oregon Driver's License. Requires ability to pass a criminal background check, obtain Criminal Justice Information System (CJIS) clearance and obtain certification for LEDS (Law Enforcement Data Systems).

- **Working Conditions**

Work is performed indoors where some safety considerations exist from emotional, argumentative, or hostile customers.