

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title	<u>Senior Court Services Representative</u>
Sch & Grade	<u>PAT-4</u>
Class Code	<u>FE70</u>
FLSA Status	<u>Non-Exempt</u>
Bargain Unit Elig.	<u>AFSCME</u>
Occupational Group	<u>Administrative Support</u>

PRIMARY PURPOSE:

Serves as senior level Court Services Representative for the Municipal Court, performing responsible office support and money handling functions. Work is performed within established laws, policies, and guidelines of the court.

SUPERVISION:

Under direct supervision.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Handles non-routine public assistance calls by providing appropriate and important information to the general public including individuals who are accused of municipal violations.
2. Responsible for bond certification, including preparing, issuing, and entering all data pertaining to bonds, balancing funds daily, and maintaining monthly reports.
3. Assists with administrative duties of probation court service representative.
4. Handles correspondence from Department of corrections and Department of Revenue license suspension programs.
5. Issues and cancels warrants, and prepares court in-custody documents for arraignment session.
6. Responds to in-person and telephone inquiries from the general public concerning court dates and costs, fines, continuances, bonds, warrants and procedures involved in paying court assessments.
7. Receives money from the public by means of mail and in-person payments for court fines and costs including verifying payment amounts, posting payment data, documenting appropriate information, and issuing change and receipts.
8. Enters and retrieves a variety of information into a computerized system including tickets, bond entries, fine payments, summons and warrant information, as well as final disposition.
9. Carries out the judge's orders and follows direction given by the Court Administrator requiring specific attention to details and decision-making within established guidelines, policies, and procedures.
10. Accurately performs all functions of Clerical Assistant and Court Services Representative as assigned.
11. Operates a variety of office administration equipment such as copy machines, fax machines, calculators, 10-key by touch, etc.

IMPORTANT FUNCTIONS:

1. Generates form letters and other brief correspondence such as billing, arrest, and warrant notices and sends to appropriate parties.
2. Retrieves files to update and verify information.
3. Performs responsible administrative functions as required of the position.

Performs related work as required.

QUALIFICATIONS REQUIRED:

Any combination of education, training, and experience providing the following knowledge, skills, and abilities in combination with career progression guidelines:

Knowledge

Knowledge of modern office practices, standard English usage, and basic math principles as related to fine payment schedules and collection including balancing cash drawers. Understands established policies, guidelines, procedures, and ordinances regarding court operations, including processing of bonds and warrants, and non-routine questions.

Abilities

Type accurately at a rate of approximately 30 words per minute; make rapid and accurate calculations; maintain appropriate level of confidentiality as established by state statute; read, understand, and explain a variety of information; operate standard office equipment including a demonstrated ability in the areas of input and retrieval of information in a computerized system; follow oral and written instructions; keep accurate and comprehensive records; handle a large volume of public contact, including difficult situations, in a pleasant and efficient manner; work independently within established guidelines; communicate effectively both verbally and in writing; effectively welcome and embrace differences among employees and citizens; perform effectively as a member of a team in carrying out the city's stated mission and philosophy as well as the Municipal Court's mission statement; deal effectively and courteously with associates and the general public; perform the essential functions of the job without posing a direct threat to the health and safety of others.

Experience, Education, and Training

At least two years of experience in general office work that includes a background in dealing with the public both through in-person and telephone contact, including high volume cash handling and making basic financial calculations; at least one of the two years of required experience must be with the Springfield Municipal Court as a Court Services Representative with the candidate having successfully completed all components of career progression checklist required to advance to the Senior Court Services Representative position. Two years of previous court support experience comparable to the Senior Court Services Representative position is also equivalent experience.

Physical Requirements

Performs bending, sorting, and reaching to both ground level and overhead as required for such tasks as filing; lifts, carries, pushes and pulls up to 25 pounds; holds and grips objects; subject to sitting and standing for long periods of time; must possess ability to operate a computer keyboard.

Working Environment

Indoors with heating and cooling regulated in a general office environment.

Licensing/Certification

Ability to obtain and maintain MULES certification is desirable.

Miscellaneous Requirements

Must be able to pass a security background check.

Last Revision:	February 16, 2012	GENERAL ORDINANCE NO. 4712
Comments:	Updated Abilities	Date: June 9, 1997

I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.

Signed: _____ **Date:** _____