

**UNIFIED JUDICIAL SYSTEM
POSITION DESCRIPTION**

CLERK OF COURT LIAISON

CLASS CODE: 99-51-41

POSITION PURPOSE

Facilitates consistent use and understanding of the programs, processes, and operations of clerks of court offices by answering questions from clerks of court, circuit court administrators, and Judges; conveying requests to staff in the State Court Administrator's Office (SCAO) when appropriate; and helping find solutions and communicating information back to requestors.

DISTINGUISHING FEATURE

This position is the link between staff in the clerks of court offices in the circuits and the staff in the SCAO and provides expertise and interpretation in business processes to ensure staff in the field get the support and information they need collectively and individually to operate efficiently and effectively and according to Unified Judicial System (UJS) philosophies.

MAJOR RESPONSIBILITIES

Note: The duties listed are typical examples of work performed by positions in this job classification. Not all duties are included, nor is the list exclusive.

1. Participates in development and interpretation of policies and procedures that are most effective universally and for specific locations and are within the philosophies of the UJS.
 - a. Works closely with clerks, circuit court administrators, and Judges to establish procedures that are most effective for their situations.
 - b. Creates ways of recording events into the case management system that fit individual courts' needs and maintain the integrity of the system.
 - c. Reviews alerts and verifies they clearly explain policies and procedures.
 - d. Answers direct questions from clerks and deputy clerks regarding policies and procedures, making certain answers don't conflict with circuit-specific procedures.
 - e. Relays requests and suggestions from Judges to SCAO staff to determine whether or not they can be accommodated.
 - f. Helps Information and Technology (I/T) staff understand requests for programming made by clerks, circuit court administrators, and Judges.
 - g. Works with SCAO staff individually to help find solutions to issues in clerks' offices.
 - h. Travels to specific locations to assist with issues and offer suggestions for efficiency and effectiveness of job functions.

2. Provides training on policies and procedures that govern job functions in the clerks of court offices to keep field staff up to date on changes to, and newly adopted, policies and procedures.
 - a. Follows up on alerts by sending emails and other reminders.
 - b. Posts current information on the UJS intranet and the clerks' G drive.
 - c. Reviews changes and new practices during training sessions.

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- d. Contacts individuals who have missed information and catches them up.
 - e. Participates in selection of training topics that apply to all clerks and deputy clerks and also to those who specialize in certain areas.
 - f. Assists in organizing break-out sessions before and after regular training events to accommodate those who specialize.
3. Makes continued improvements to business processes that affect job functions performed by clerks of court and circuit court administrators to ensure they are able to perform their tasks efficiently and effectively.
 - a. Works with the business analyst and I/T programmers to provide insight into business decisions that have a direct impact on job functions.
 - b. Clarifies maintenance requests from clerks and circuit court administrators, and provides detailed explanations to the business analyst.
 - c. Provides input into where updates and edits can be made in specific programs to implement programming requests that meet users' needs.
 - d. Assists the business analyst with program testing to be sure program updates and edits meet the users' needs.
 - e. Serves on UJS committees.
 4. Provides necessary resources for those working in the field by ensuring they are well-informed and have easy access to forms and protocols which allow them to do their jobs effectively and efficiently.
 - a. Creates and maintains clerk of court forms and makes sure individuals affected by changes are notified and using resources as intended.
 - b. Assists in transferring current forms to computer-generated forms in the new system and notifies the I/T department when changes are required.
 - c. Updates the clerk of court procedural manual and ensures staff is aware of all updates.
 - d. Plans and performs a new clerk/deputy clerk orientation program for new staff soon after they are hired.
 5. Performs other work as assigned.

SUPERVISORY FUNCTIONS

The incumbent does not have supervisory authority; however, provides technical assistance and direction with regard to the flow of information to and from the clerks of court offices to ensure they have the tools they need to accomplish their work according to UJS policies and procedures and best practices.

ESSENTIAL FUNCTIONS REQUIRE

General physical activities of a normal work day such as sitting, standing, driving, and some lifting and transporting of training materials; attendance in accordance with rules and policies; in-state and out-of-state travel to organize and attend meetings and trainings; proficiency in the use of office equipment including telephones, computers, copiers, etc. As the liaison between clerks of court and the SCAO, the incumbent must maintain knowledge and awareness of business procedures and tools used in the field offices in order to make recommendations for changes that enhance efficiency.

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PROBLEMS AND CHALLENGES

Challenged to find ways to record court events that are not status quo in the case management system. This is difficult because the system must accommodate individual courts' orders and sentences that sometimes require creative alternatives. Further challenged to understand questions and requests from field staff, determine the resources needed to reach resolutions, and relay information to requestors.

Problems encountered include establishing procedures for every circuit and county that best fit their locations and remain within the overall philosophies of the UJS; and keeping clerks of court offices up to date on policy and procedural changes through emails, personal contact, intranet information, training, etc.

DECISION-MAKING AUTHORITY

Decisions made include approval of alerts before they are circulated; recommendations on whether computer programming will meet users' needs; interpretation of maintenance requests from clerks of court offices and providing detailed explanations of the requests and the reasons for them to those who need to know; recommendations for changes to or development of policies and procedures; and recommendations for training topics, speakers, and locations.

Decisions referred include verification of content and correctness of alerts; issues where historical information is needed; how computer programs will be changed; approval of updates or edits to policies and procedures; and approval of training agendas and contracts.

CONTACT WITH OTHERS and PURPOSE

Daily contact with clerks and deputy clerks to answer questions regarding policies and procedures; frequent contact with I/T staff to help them understand programming requests from clerks and Judges; and with SCAO staff members to seek counsel and advice on specific issues; and occasional contact with Judges to receive requests for services and relay them to the appropriate SCAO staff member(s).

WORKING CONDITIONS

The incumbent works in a typical office environment. Some in-state and out-of-state travel is required.

COMPETENCIES/QUALIFICATIONS FOR APPOINTMENT

Knowledge, Skills and Abilities:

Knowledge of:

- administrative processes of clerks of court offices;
- UJS policies affecting the operation of clerks of court offices.

Skill in:

- diplomacy;

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- leadership.

Ability to:

- establish and maintain effective working relationships with a variety of people;
- evaluate requests and determine whether or not they are practicable;
- develop and make presentations;
- use computer hardware and software at a professional level;
- communicate effectively both orally and in writing.

Education:

Bachelor's degree in criminal justice or a related field of study.

Experience:

Two (2) years of experience in clerk of court field work or an equivalent combination of related education and experience.