

**UNIFIED JUDICIAL SYSTEM
POSITION DESCRIPTION**

DEPUTY COURT CLERK I

CLASS CODE: 99-11-01

POSITION PURPOSE

Assists with cases filed with the court clerk's office including criminal, civil, traffic, and other cases from initial filing to final disposition by developing and maintaining case files, assisting with scheduling and assigning hearings, assisting in court room proceedings, and implementing procedures for monetary dispositions; provides customer services daily to a wide variety of individuals and agencies; and acts on behalf of the court clerk in his or her absence.

DISTINGUISHING FEATURE

This position is distinguished by proficient and timely work which results in positive attitudes from customers, office work that is done and current, court room procedures that flow smoothly, and Judges' orders that are recorded in detail and in a timely way.

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. Maintains case files for criminal, civil, traffic, and other cases from initial to final disposition in accordance with established procedures and designated timelines.
 - a. Ensures documents are completed and signed and that fees are appropriate for case types; and prepares receipts for money received.
 - b. Ensures papers are file-stamped, include case numbers, and are in proper order; personal information is included in files; confidential information is in files but kept in separate envelopes; and attorneys are added/updated.
 - c. Enters personal data, pleadings, document lists, and court dates into computer system.
 - d. Maintains and updates Judges' Resource Calendars.
 - e. Updates files with dispositions, adds referees if needed, and copies files for them.
 - f. Makes and sends copies of orders and judgments to applicable agencies.
 - g. Prepares and sends forms for final records, decrees, and judgments to Unified Judicial System (UJS) central office.
 - h. Scans pleadings in court files in Odyssey.
2. Assists in maintaining court calendars by scheduling hearings according to procedures.
 - a. Talks with attorneys and pro se individuals to obtain information about their hearings, e.g., type of hearing, urgency, amount of time needed, etc.
 - b. Schedules hearings based on information collected; and makes sure participants are notified and times work for all.
 - c. Adjusts schedules in special circumstances, and notifies participants when schedules change.
 - d. Advises pro se individuals of hearing dates and times, and about procedures they must

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- follow.
- e. Sets up DDN hearings.
 - f. Makes sure appropriate papers have been filed with the clerk's office and necessary documentation has been sent to Judges.
 - g. Ensures files are ready for court, e.g., all papers are in files and in correct order; and files are also in the computer.
3. Provides customer service in many different ways to many different people by providing information about the court's protocols and procedures to make sure they receive correct information.
- a. Helps people with pro se forms without giving legal advice or telling them what to write.
 - b. Enters tickets into computer systems.
 - c. Assists people who come to the office to pay fines, costs, or restitution which may involve double-checking files, calling attorneys, or checking Judges' notes to verify information.
 - d. Schedules payment plans; receives and writes receipts for money; verifies amounts are correct and applies them to right accounts; compiles reports; makes daily deposits; and informs customers of amounts still owed to the court.
 - e. Talks with customers, asks them questions, tries to determine what they need and how they can be helped; or if they may need to go to a different office.
 - f. Searches and retrieves case files and makes copies of them for people and agencies.
 - g. Processes search requests, provides results, charges for services, and assists other search centers.
 - h. Determines whether customers qualify and have provided needed information, and prepares work permits.
 - i. Determines whether defendants qualify, and have completed paper work, for court-appointed counsel; appoints and notifies counsel; and notifies defendants.
 - j. Answers telephones and assists customers with questions or refers them elsewhere if appropriate.
4. Assists victims of domestic violence with court processes to ensure they receive timely attention to requests for protection orders and information on services available in their areas.
- a. Screens applications for domestic or stalking protection orders to make sure information is complete, and to ensure coordination of services.
 - b. Coordinates delivery of information and orders of service to law enforcement officials.
 - c. Monitors cases to expedite consideration by the court.
 - d. Implements directives of Presiding Judges or Circuit Court Administrators concerning domestic violence programs; and represents them in meetings with other public and private agencies as directed.
5. Provides assistance in court rooms by maintaining case files and minutes of proceedings; handling in-court exhibits; empanelling juries; recording proceedings; being responsible for sound and video equipment; and providing court interpretive services when needed to facilitate processes of the court.
- a. Ensures an adequate number of potential jurors are available.
 - b. Makes sure court rooms are ready, neat, and clean.
 - c. Prepares court dockets, including any changes, and notifies attorneys; and posts final dockets on court room doors.
 - d. Retrieves case files for court, making sure all documents filed are accounted for in files;

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- and assists Judges with files and documents needed during court.
- e. Enters Judges' orders into computers, e.g., pleas, fees, fines, costs, restitution, restitution victims' names and addresses, loss of drivers' licenses, conditions, warrants, next court dates, etc.
 - f. Checks availability of court rooms and times and provides next court dates.
 - g. File-stamps and docket any new documents presented during court.
 - h. Prepares formal documents for Judges' signatures.
 - i. Collects files, documents, exhibits, and everything else pertinent to transport from court rooms to clerks' offices.
6. Performs other work as assigned.

SUPERVISORY FUNCTIONS

This position prioritizes and accomplishes assigned work within established procedures and deadlines.

ESSENTIAL FUNCTIONS REQUIRE

Operating office machines such as computers, telephones, copiers, etc.; lifting and moving files; in-state travel; handling and storing exhibits properly; and attendance in accordance with rules and policies. Incumbents are required to work effectively with coworkers and the public, maintain confidentiality, manage stress, meet deadlines, recognize and resolve problems, and understand and communicate (verbally and in writing) procedures and practices.

PROBLEMS AND CHALLENGES

Challenged to consistently implement UJS protocols and procedures to accomplish assigned tasks. This is challenging because of the diversity of work that is done through clerks of court offices, the knowledge of multiple processes that is required, the variety of people and organizations with whom incumbents interact routinely, the importance of assisting with courtroom procedures, and the duty to provide acceptable customer service that speaks well of UJS.

Problems encountered include prioritizing work to ensure paper work is processed in the best order, providing assistance to people unfamiliar with court procedures without giving legal advice, allocating adequate time for hearings, disgruntled customers and being able to calm them in order to assist with what they need, file information that is not up to date and requires knowing where to research to get answers, constant interruptions, and keeping up with computer input during the fast pace of court.

DECISION-MAKING AUTHORITY

Decisions include correct case types for papers filed and correct order of papers in file; advising pro se individuals of procedures they must follow; maintaining financial accounts and payment plans for fines, costs, restitution, etc.; and assigning court dates and times for hearings.

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Decisions referred include requests for legal advice; issues that arise that are not addressed in the clerks' manual; schedules for longer trials (to court reporters); and pretrial conferences to set discovery, deadlines, and trial dates.

CONTACT WITH OTHERS and PURPOSE

Daily contact court clerks to advise them of issues with cases, customers, personnel, and courtroom needs; with attorneys, court services, sheriffs' offices, State's Attorneys' offices, Department of Social Services, Judges, Driver's Licensing, etc., to share information on cases; and with the general public to provide information and answer questions about court processes; routine contact with State's Attorneys' offices, attorneys and staff, court services officers, sheriffs' officers, pro se individuals, and state agencies to schedule hearings and court dates that work for everyone involved.

WORKING CONDITIONS

The incumbent works in a typical office and/or court environment; transports case files and pertinent materials to and from court, which may involve travel; and deals with people who are distraught, angry, and want assistance.

COMPETENCIES/QUALIFICATIONS FOR APPOINTMENT

Knowledge, Skills and Abilities:

Knowledge of:

- court processes and procedures;
- legal terminology;
- general office and bookkeeping practices.

Skill in:

- time management;
- organization;
- customer service.

Ability to:

- communicate effectively both verbally and in writing;
- listen and understand;
- work independently;
- recognize and defuses escalating situations with customers and staff;
- use computers and related software systems proficiently;
- multi-task and adapt quickly to change;
- prioritize work activities to ensure most important items are done first.

Education:

Graduation from high school or possession of a GED certificate.

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Experience:

One (1) year of general clerical work experience or a related field; or an equivalent combination of related education and experience.