

**UNIFIED JUDICIAL SYSTEM
POSITION DESCRIPTION**

DRUG/DUI COURT SUPPORT SPECIALIST

CLASS CODE: 99-21-04

POSITION PURPOSE

Assists court services staff and drug court teams by performing a combination of professional program services and clerical support functions that requires independent judgment, analysis, decision-making, and problem-solving for assigned programs and office support programs.

DISTINGUISHING FEATURE

This position independently implements work processes within limits set by court services managers; makes decisions within specified standards and practices; and speaks on behalf of the program professionals for whom he/she provides assistance.

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. Ensures the office is open and available to court services participants and the general public, and initiates daily business functions.
 - a. Responds to daily communications, both telephone and e-mail, with court services staff, the sobriety court team, attorneys, program participants, the general public, and law enforcement personnel.
 - b. Assists people with questions and concerns within set parameters or seeks assistance from court services officers or managers.
2. Assists court services staff with operating procedures to facilitate daily business functions.
 - a. Assists court services officers with program participants.
 - b. Answers requests for information about program procedures by interpreting guidelines, developing informational materials, and compiling data for reports.
 - c. Participates in program planning by recommending changes in procedures and budgetary needs.
 - d. Compiles budget data and monitors deadlines.
 - e. Monitors procedures to ensure all required steps and documentation are completed in compliance with program guidelines.
 - f. Purchases efficient inventories of supplies, recommends products, and resolves problems.
 - g. Develops formats for recording and reporting on grants, contracts, or other money.
3. Manages data collection systems to ensure capability of evaluating program effectiveness and efficiency, meeting reporting requirements, and monitoring compliance.
 - a. Establishes systems to meet data recording and reporting requirements.
 - b. Assists in making arrangements and coordinating training and conference workshops.

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- c. Maintains program statistics and compiles data into reports.
4. Responds to requests or questions regarding routine program operations to disseminate and provide assistance to coworkers, outside agencies, and the public.
 - a. Gathers information by asking questions or determines sources for information.
 - b. Completes forms or selects, sorts, and compiles data.
 - c. Explains or interprets procedures.
5. Composes and finalizes letters, narratives, memos, reports, minutes, and forms to produce accurate documents.
 - a. Chooses the appropriate format for a document based on its purpose.
 - b. Ensure accurate spelling and grammar.
 - c. Records and distributes meeting minutes.
6. Performs clerical support functions to provide assistance to program staff, other agencies, and the public.
 - a. Answers and routes telephone calls.
 - b. Opens and distributes mail.
 - c. Maintains and orders supplies.
 - d. Establishes and maintains a filing system for the office.
 - e. Makes travel arrangements as needed.
 - f. Maintains Drug/DUI Court calendar.
7. Performs other work as assigned.

SUPERVISORY FUNCTIONS

This position does not have supervisory authority, but is responsible for implementing daily operational procedures within specific parameters.

ESSENTIAL FUNCTIONS REQUIRE

Sitting for extended periods of time; operating office machines such as a computer, telephone, copier, etc.; using hands for repetitive movement including grasping, turning, and typing; and attendance in accordance with rules and policies. The incumbent is also required to work effectively with coworkers and the public, manage stress, meet deadlines, and understand and communicate (verbally and in writing) ideas, procedures, and processes.

PROBLEMS AND CHALLENGES

Challenges include prioritizing workload, maintaining accuracy of work, and fulfilling objectives of a program/professional area. This is difficult because specifics of program objectives vary which requires interpretation of the processes involved; data must be collected from program professionals with heavy workloads; Drug/DUI courts are new so processes must be learned; and daily operations require contact with a wide variety of individuals, agencies, court staff, etc.

Problems encountered include dealing with persons who are upset by the system, non-functional equipment, and explaining the benefits of the program to communities.

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DECISION-MAKING AUTHORITY

Decisions include the order of daily office duties, answers to questions about the program within established parameters, methods of collecting and distributing statistics and reports, content of correspondence, and priority of workload.

Decisions referred include responses to complaints from the public; problems with program participants; policy development and major program changes; and legislative or media issues.

CONTACT WITH OTHERS and PURPOSE

Daily contact with program participants, Sobriety/DUI/Drug court teams, court services officers, attorneys, law enforcement, business professionals, and the public who are part of the daily operations of the program and the office and require assistance to the best of the incumbents' abilities.

WORKING CONDITIONS

The incumbent works in a typical office environment; and is subject to contact with program participants or concerned public which may be stressful.

COMPETENCIES/QUALIFICATIONS FOR APPOINTMENT

Knowledge, Skills and Abilities:

Knowledge of:

- state court policies and procedures;
- various legal practices and terminology;
- Microsoft Office such as Word and Excel;
- basic bookkeeping;
- effective record keeping and statistical techniques;
- the English language and grammar;
- sequences such as alphabetical or numerical as they apply to sorting and filing.

Ability to:

- prioritize workload;
- deal effectively and courteously with coworkers and the public;
- communicate effectively both orally and in writing;
- follow instructions;
- interpret and comprehend program guidelines and procedures;
- conduct research;
- compile and analyze data.

Education:

Possession of a high school diploma or GED certificate.

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Experience:

Two (2) years of clerical experience or relevant social or human services field experience; or an equivalent combination of related education and experience.