

**UNIFIED JUDICIAL SYSTEM
POSITION DESCRIPTION**

COURT SERVICES SECRETARY

CLASS CODE: 99-21-05

POSITION PURPOSE

Provides secretarial support for court services staff in a judicial circuit by managing an office; greeting and assisting those who come to the office; answering and redirecting telephone calls and e-mail messages; maintaining pertinent records, files, and documentation; collecting data and reports; preparing documentation; attending judicial proceedings and preparing and distributing paperwork appropriately; entering data into Unified Judicial System (UJS) computer systems; and providing caseload support as needed to facilitate office operation and staff's efficiency.

DISTINGUISHING FEATURE

This position performs a wide variety of duties and works with an equivalent variety of people, which requires capability, flexibility, organization, and discretion. The incumbent is distinguished by the effectiveness and efficiency of office operations.

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. Works as a receptionist to maintain an efficient flow of work through the office.
 - a. Greets the public, probationers and families, court-related personnel, and others who come to the office; answers their questions or directs them to other staff or agencies.
 - b. Answers telephone calls, records messages or refers to specific voicemail, and determines callers' needs and refers them to appropriate staff or other offices.
 - c. Makes appointments for court services staff and maintains their schedules.
 - d. Works to resolve issues for clients who may be upset and their court services officers (CSO) are not immediately available.
 - e. Collects and distributes incoming mail and prepares and delivers outgoing mail.
2. Prepares and maintains documents to meet timelines and legal guidelines.
 - a. Transcribes and finalizes presentence investigations and social case histories for CSOs; and routes and mails them to pertinent personnel, e.g., judges, attorneys, defendants and family.
 - b. Prepares correspondence, forms, reports, conditions of probation, and all other documents for adult and juvenile cases; and gets appropriate signatures if requested.
 - c. Creates and maintains records in computer systems, e.g., assigns cases to CSOs, enters personal data for clients, enters probation conditions from court orders, etc.
 - i. Takes necessary steps to locate missing personal data.
 - ii. Contacts clerks of court to retrieve court information.
 - d. Creates and maintains working files for CSOs.

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- e. Compiles, copies, and maintains probationers' files, legal forms, and reports in a well-organized manner.
 - f. Prepares files for upcoming court cases.
 - g. Retrieves data and reports from computerized information as needed.
3. Performs administrative work to maintain the office and provide staff support.
- a. Orders office supplies, postage, calendars, etc.
 - b. Logs and maintains mileage reports.
 - c. Orders drug testing supplies and maintains an inventory.
 - d. Runs and copies adult and juvenile court calendars and distributes them appropriately.
 - e. Maintain and update public resources.
 - f. Helps in troubleshooting computer problems and answers questions; helps other staff with computer program questions and printer issues; oversees maintenance of office equipment.
 - g. Provides training for new support staff in the circuit.
 - h. Manages file retention and destruction.
 - i. Organizes trainings and travel reservations for the circuit.
 - j. Receives, processes, and distributes community-based and home-based referrals, and processes referral bills from facilities.
 - i. Tracks referrals' start and completion dates.
 - ii. Tracks money spent on services.
 - iii. Tracks referral results.
4. Attends court proceedings to collect information for case management systems.
- a. Records details of court proceedings into computer systems to generate conditions of probation and assign to CSO's caseload.
 - b. Enters and updates probation/demographic information for juveniles and adults into computer systems as needed.
 - c. Checks Offender Link Program monthly and communicates issues to designated officers; and tracks financial payments owed to the court and sends reminder letters when needed.
 - d. Attends court in the absence of the CSO to take notes on cases, provide information on PSIs and other information, relay information back to CSO, and get information from walk-ins to bring to CSO.
 - e. Represents court services in magistrate court and monitors cases for completion of drug and alcohol evaluations, DWI classes, treatment, parenting, and community service work ordered by the Judges.
 - i. Communicates status of compliance to clerks of court and Judges.
 - ii. Meets with people to set up payment plans for magistrate restitution cases.
 - f. Attends juvenile and curfew courts, collects court information, and enters the data into UJS computer systems.
 - i. Research juvenile histories for State's Attorneys to determine Teen Court eligibility.
 - ii. Tracks juveniles put on case service monitoring.
5. Performs other work as assigned.

SUPERVISORY FUNCTIONS

This position does not have supervisory authority.

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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; in-state travel to provide and attend training; and attendance in accordance with rules and policies. The incumbent is also required to work effectively with coworkers and the public, maintain confidentiality, manage stress, meet deadlines, and understand and communicate (verbally and in writing) procedures and practices.

PROBLEMS AND CHALLENGES

Challenges include maintaining confidentiality while being courteous and diplomatic with people who inquire about classified information and to people before and after court cases; maintaining proficiency while adapting to changes in UJS information systems; prioritizing and accomplishing work expediently without direction in order to meet deadlines and case requirements; keeping abreast of law and procedural changes necessary for encoding data and generating reports and notices; balancing workloads for a variety of customers including court services staff and managers, Judges, attorneys, etc.; and maintaining accuracy throughout all duties.

Problems encountered include resolving issues with probationers who are upset; prioritizing demands from other agencies to comply with requests fairly and within required timelines and guidelines and accomplishing own work based on the same premise in reverse; receiving forms that are incomplete or incorrect and having to make them right; assigning PSIs to CSOs depending on supervision, conflict of interest, caseload size, and time constraints; attaining court knowledge and legal language in order to correctly prepare information and documents; gathering information for PSIs from law enforcement officers and other states; taking notes and entering sentencing on the computer at the same time during court proceedings; and correcting computer problems long distance.

DECISION-MAKING AUTHORITY

Decisions include whether to answer a question or refer it to someone else; the daily routing of correspondence, file materials, and data in order of priority; how to enter information into computer systems that requires working around standard guidelines; office-related decisions previously authorized by the supervisor; assignment of cases to CSOs based on a rotation schedule; corrections in grammar and spelling in others' documents; whether bills are complete and should be paid; and recommendations for office purchases.

Decisions referred include those decisions that need to be made regarding cases; legal questions; how to handle or answer questions from hostile clients; issues regarding the content of presentence investigations, predisposition reports, and correspondence; whether questionable information on bills is acceptable for payment; whether the office workload warrants asking for assistance from other offices; authorization of immediate assistance to clients; problems requiring action, decision, or permission from CSO's; extensions on repayment schedules; requests for confidential information; any questions of which unsure; approval of office purchases; and authorization of office operations.

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CONTACT WITH OTHERS and PURPOSE

Daily contact with CSO's, clerk of courts staff, judges, prosecutors, defense attorneys, court personnel, law enforcement officers, probationers, parents, schools, other state agencies, providers, and the public regarding case management and development of court documentation; frequent contact with court personnel, jailers, Judges, prosecutors, defense attorneys, and court reporters when clerking for court proceedings; with Judges regarding defendants' non-compliance with court orders; with technical support staff regarding computer hardware and software issues in the circuit; and with suppliers and service people for equipment maintenance.

WORKING CONDITIONS

The incumbent works in a typical office environment. Routinely work with people who are unhappy, overwhelmed, and sometimes hostile, and travels to provide training for new support staff in the circuit and to attend training.

COMPETENCIES/QUALIFICATIONS FOR APPOINTMENT

Knowledge, Skills, and Abilities:

Knowledge of:

- English, grammar, and spelling;
- sequences such as numerical or alphabetical as they apply to sorting and filing;
- basics of the legal system and legal terminology;
- Microsoft Office products, including Excel and Word;
- modern office procedures, office protocols, and secretarial practices and procedures;
- basic mathematics.

Skill In:

- proofreading;
- time management;
- typing, fast and accurate;
- telephone etiquette;
- customer service.

Ability to:

- communicate with others both orally and in writing;
- read and understand legal reports;
- organize and prioritize extensive workloads;
- stay calm and work under pressure;
- operate various office equipment;
- maintain confidentiality;
- read, understand, and implement procedures and practices.

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Education:

Graduation from high school or possession of a GED certificate. Post-high school education, including secretarial, computer, and transcription training, is desirable.

Experience:

One (1) year of clerical support or related experience; or an equivalent combination of related education and experience.