

**UNIFIED JUDICIAL SYSTEM  
POSITION DESCRIPTION**

**DEPUTY COURT CLERK/SECRETARY**

**CLASS CODE: 99-21-04**

**POSITION PURPOSE**

Provides comprehensive clerical support for judicial and court services operations within a judicial circuit. Prepares case files for all case types (criminal, civil, traffic, juvenile), records, scheduling, courtroom documentation, data entry, and public-facing office functions to support efficient court operations and staff caseload management.

**DISTINGUISHING FEATURES**

This position functions as both a court services secretary and deputy court clerk in one position by providing functions in court services and courtroom-support duties ensuring court records are accurately filed in a timely manner.

**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 inclusive.

1. Serves as a receptionist and provides customer service to maintain an efficient flow of work through the office.
  - a. Greets the public, probationers and families, attorneys, court-related personnel, and others who come to the office; answers questions or directs them to appropriate staff or agencies.
  - b. Answers telephone calls, records messages, and determines callers' needs and refers them to appropriate staff or offices.
  - c. Resolves issues for clients who may be upset when their court services officer (CSO) or clerk is not immediately available; recognizes and defuses escalating situations with customers and staff.
  - d. Collects and distributes incoming mail and prepares and delivers outgoing mail.
2. Develops, prepares, and maintains case files and documents to meet legal timelines and guidelines.
  - a. Ensures documents are completed and signed, fees are appropriate for case types, papers are file-stamped with correct case numbers and in proper order.
  - b. Edits or proofreads presentence investigations and social case histories for CSOs, and routes and mails them to judges, attorneys, or appropriate recipients.
  - c. Prepares correspondence, forms, reports, conditions of probation, pleadings, and other documents for adult and juvenile cases, and obtains appropriate signatures.
  - d. Enters personal data, pleadings, document lists, court dates, and probation conditions into UJS computer systems, scans pleadings into the case management system.
  - e. Compiles, copies, and maintains probationers' files, legal forms, and reports; keeps confidential information in files but stored separately.
  - f. Makes and sends copies of orders and judgments to applicable agencies, and prepares/sends forms for final records, decrees, and judgments to the UJS central office.

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- g. Retrieves data and reports from computerized information systems as needed; takes steps to locate missing personal data and contacts clerks of court to retrieve court information.
- 3. Assists in maintaining court calendars and scheduling hearings according to established procedures.
  - a. Assists attorneys and pro se individuals in obtaining hearing information (type, urgency, time needed).
  - b. Schedules hearings based on information collected, ensures participants are notified, and adjusts schedules in special circumstances.
  - c. Sets up video or virtual hearings and ensures required papers and documentation have been filed and sent to judges.
  - d. Completes copies of adult and juvenile court calendars and distributes them appropriately; prepares court dockets, including changes.
- 4. Assists during courtroom proceedings and judicial hearings.
  - a. Attends court in the absence of the CSO or clerk to take notes, relay information, and gather information from walk-ins.
  - b. Records details of court proceedings into computer systems to generate conditions of probation, judges' orders, pleas, fees, fines, costs, restitution, and next court dates.
  - c. Maintains case files and minutes of proceedings; is responsible for operation of sound and video equipment in the courtroom(s); and requests court interpreter services when needed.
  - d. File-stamps and dockets new documents presented during court and prepares formal documents for judges' signatures.
  - e. Attends juvenile and curfew courts, collects court information, and enters data into UJS systems.
- 5. Performs administrative work to maintain the office and provide staff support.
  - a. Maintains an inventory of office and other supplies including drug testing supplies and requests supply ordering as necessary.
  - b. Provides training for new support staff in the circuit and makes travel reservations for the Court Services staff.
  - c. Maintains file retention and destruction and maintains and updates public resources.
- 6. Performs other work as assigned.

## **SUPERVISORY FUNCTIONS**

This position does not supervise.

## **ESSENTIAL FUNCTIONS REQUIRE**

Sitting for extended periods of time; operating office machines such as a computer, telephone, copier, and audio/video equipment; using hands for repetitive movement, including grasping, turning, and typing; lifting and moving files; in-state travel to provide and attend training and transport case files and materials; and attendance in accordance with rules and policies. The incumbent is 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**

Challenges include maintaining confidentiality while remaining courteous and diplomatic with people who inquire about confidential information; consistently implementing UJS protocols and procedures across a diverse range of tasks; adapting to changes in UJS information systems and procedural or legal requirements; prioritizing and accomplishing work expediently without direction to meet deadlines and case requirements; balancing workloads for a variety of customers including court services staff, managers, clerks, judges, and attorneys; allocating adequate time for hearings; and maintaining accuracy across all duties.

Problems encountered include resolving issues with probationers and other customers who are upset, distraught, or hostile and calming escalating situations; prioritizing demands from other agencies while accomplishing one's own work within required timelines; receiving incomplete or incorrect forms and correcting them; providing assistance to people unfamiliar with court procedures without giving legal advice; attaining the court knowledge and legal language needed to prepare information and documents correctly; taking notes and entering sentencing or case data on the computer simultaneously during fast-paced court proceedings; file information that is not up to date and requires research to resolve; constant interruptions.

## **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; correct case types for papers filed and the correct order of papers in a file; how to enter information into computer systems that requires working around standard guidelines; advising pro se individuals of procedures they must follow; assigning court dates and times for hearings; corrections in grammar and spelling in others' documents; office-related decisions previously authorized by the supervisor; and recommendations for office purchases.

Decisions referred include requests for legal advice; decisions that need to be made regarding the substance of a case or legal questions; issues that arise that are not addressed in the clerk's manual; how to handle or answer questions from hostile clients; issues regarding the content of presentence investigations, predisposition reports, and correspondence; whether office or staffing coverage warrants requesting additional assistance from supervisors; authorization of immediate assistance to clients; problems requiring action, decision, or permission from a CSO; extensions on repayment schedules; requests for confidential information; and approval or authorization of office purchases and operations.

## **CONTACT WITH OTHERS and PURPOSE**

Daily contact with clerk of court staff, CSOs, judges, prosecutors, defense attorneys, court personnel, sheriffs' offices, State's Attorneys' offices, Department of Social Services, Driver's Licensing, law enforcement officers, probationers, parents, schools, interpreters, other state agencies, service providers, and the public regarding courtroom needs and court processes. Frequent contact with court personnel, jailers, judges, prosecutors, defense attorneys and others when clerking for or attending court proceedings. Routine contact with pro se individuals and state and county agency staff to schedule hearings and court dates that work for everyone involved, and with technical support staff and suppliers/service people regarding equipment maintenance.

## **WORKING CONDITIONS**

The incumbent works in a typical office environment.

## COMPETENCIES/QUALIFICATIONS FOR APPOINTMENT

### Knowledge, Skills, and Abilities

#### Knowledge of:

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

#### Skills in:

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

#### Ability to:

- communicate effectively both orally and in writing;
- work independently;
- read and understand legal reports;
- organize and prioritize extensive workloads, and multi-task and adapt quickly to change;
- recognize and defuse escalating situations with customers and staff, and stay calm and work under pressure;
- use computers and related software systems proficiently, and operate various office equipment;
- maintain confidentiality;
- read, understand, and implement procedures and practices.

### 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, court-related, or general office support experience; or an equivalent combination of related education and experience.