



CITY OF SEATTLE

Court Administrative Specialist 1 – Job #2018-00734

SALARY:	\$22.59 - \$25.17 Hourly
LOCATION:	Seattle Justice Center, 600 5th Ave., Seattle, Washington
JOB TYPE:	Classified Civil Service, Regular, Full-Time
SHIFT:	Day
DEPARTMENT:	Municipal Court of Seattle
BARGAINING UNIT:	Teamsters, Local 763 - Municipal Court
CLOSING DATE	05/15/18 04:00 PM Pacific Time

POSITION DESCRIPTION:

The [City of Seattle's Municipal Court \(SMC\)](#) is one of the highest volume Courts of Limited Jurisdiction in the state with seven elected Judges, six appointed Magistrates, and over 200 staff. The Court adjudicates all misdemeanor and gross misdemeanor crimes, infractions, and civil violations authorized under the Seattle Municipal Code and certain Revised Code of Washington Statutes. For more information on the Seattle Municipal Court, visit www.seattle.gov/courts.

Magistrate Operations is a unit under the Court Operations Division. This unit has two primary functions: *Magistrate Support*, which is courtroom customer service and *Case Initiation*, which takes place behind the scenes providing administrative support to the Magistrates by preparing documents for scheduled hearings

The Magistrate Operations team is currently accepting applications from qualified candidates for one, full-time Court Administrative Specialist 1 position. The ideal candidate:

- Is self-motivated;
- Is customer service focused;
- Has excellent organizational skills and pays close attention to details;
- Is experienced in updating and navigating databases with accuracy;
- Has an aptitude for learning new systems.

JOB RESPONSIBILITIES:

Under supervision of the Court Clerk Supervisor for Magistrate Operations, the Court Admin Specialist 1 will work collaboratively with a diverse team to accomplish a variety of customer focused and administrative tasks involving highly confidential information, which could be any combination of the following with more emphasis on some duties than others:

- Provide administrative support to the Magistrates:
 - Schedule hearings,
 - Process incoming paperwork,
 - Prepare Magistrate hearing calendars,
 - Issue subpoenas for contested infraction hearings,
 - Process adjudications by mail.
- Provide a high-level of customer service to diverse citizens and defendants, to include requesting interpreters when needed.
- Check citizens in and out of infraction hearings in the courtroom.
- Schedule hearings in the Court's computer system (MCIS) and electronically collect and process information for court calendars.
- Accurately maintain and update court docket and customer information databases.
- Identify, research, and resolve customer complaints and document errors.

- Update and maintain accurate docket information in MCIS.
- Reconcile all unresolved bail issues from other Court units adjudicated by a Magistrate and process waivers of Contested Settlement Hearings.
- Provide general court information to citizens regarding Court functions.
- Apply Court policies, procedures, City and State codes, and other regulations.
- Perform general clerical support tasks such as completing reports, scanning, photocopying, cataloging, filing, and archiving court documents.
- Submit supply requests and maintain department printers, fax machines and copiers.
- Assist in trainings and actively participate in meetings/events.
- Maintain regular and punctual attendance.
- Perform other duties as assigned.

Minimum Qualifications:

1+ year of clerical support experience, which includes:

- Intermediate skill level using MS Outlook, Excel and Word to accurately type/enter data.
- Demonstrated ability to:
 - Type 40 WPM
 - Use 10-key entry
 - Effectively communicate with others and provide outstanding customer service.
 - Work independently and as a team member
 - Prioritize tasks
 - Have a positive attitude
 - Adapt easily to change
 - Interpret and apply instructions
 - Learn and understand policies and procedures.
 - Lift and/or transport items that weigh up to 35 lbs.

Combination of education, training, or experience can be substituted, which provides an equivalent background, required to perform the work of the class

Desired Qualifications:

- Some college coursework in business management, communication, criminal justice, public administration, or other relevant fields of study
- Experience working in a Court or criminal justice agency experience
- 2+ years of advanced data entry experience/training.
- 2+ years' experience maintaining professionalism while providing customer service to individuals that may become hostile, have mental health issues, and/or substance abuse issues.
- Excellent interpersonal and communication skills (both oral and written).
- Excellent organizational skills and attention to detail
- Demonstrated ability to:
 - Establish and maintain positive working relationships with co-workers and the public with demonstrated commitment to excellent customer service.
 - Work under pressure and juggle multiple tasks.
 - Handle sensitive information with a high degree of confidentiality.

Link to apply:

<https://www.governmentjobs.com/careers/seattle/jobs/2068597/court-administrative-specialist-1>

Hiring Process

Applications are reviewed after the posting closes. Qualified candidates must submit the following to be considered.

1. [Completed NEOGOV online application.](#)
2. Supplemental questionnaire responses.
3. Cover letter describing how your skills and experience align with the stated job responsibilities and qualifications.
4. Current resume indicating relevant experience and education.

Your application will not be reviewed if these items are missing or incomplete. By completing the supplemental questions, you are attesting that the information you have provided is true and accurate.

The Court will review any information provided in your application package and misstatements or falsification of information will eliminate you from consideration and/or employment if discovered after selection for the position.

- Attaching or pasting a cover letter and resume alone is not a substitute for completing the application itself.
- Only those applicants selected for an interview will be contacted
- If you are selected for an interview, you will be given a typing test and a 10-key proficiency test on the day of the interview.
- A job offer is contingent upon successfully passing the court's background check. The background check includes a criminal history background review, fingerprinting and reference checks.
- Selected candidates will be required to join the Local 763 union within 30 days of hire.
- New employees are required to pass a 12-month probation period.
- For more information on the Seattle Municipal Court, visit www.seattle.gov/courts.

APPLICATIONS MAY BE FILED ONLINE AT:
Job #2018-00734

<http://www.seattle.gov/jobs>
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If you need technical assistance with the application system, please contact: Careers@seattle.gov

Who May Apply: This position is open to all candidates that meet the minimum qualifications. The City of Seattle values diverse perspectives and life experiences. Applicants will be considered regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, or gender identity. The Department encourages people of all backgrounds to apply, including people of color, immigrants, refugees, women, LGBTQ people, people with disabilities, veterans and those with diverse life experiences.

**Accommodations for people with disabilities are provided on request.
The City is a Drug Free Workplace.**

Court Administrative Specialist 1 Supplemental Questionnaire

Answers to the following questions will help us determine whether candidates meet the minimum requirements of the position. Indicating "see resume" or "see application" are not sufficient responses to the supplemental questions.

1. A cover letter and resume are both required documents. Missing one or both attachments will flag your submission as incomplete. Did you attach a cover letter and resume?
2. Can you work Monday – Friday, 8:00 AM – 5:00 PM; and maintain regular and punctual attendance?
3. Do you have 1 or more years of clerical experience? For this question, clerical is defined as filing, receiving/sorting mail, creating routine correspondence, data entry and processing routine forms.
4. Of the below listed minimum abilities for the Court Admin Specialist 1 position, please select the one(s) you have demonstrated in your prior work experience.
 - ☐ Type 40 WPM
 - ☐ Use 10-key entry
 - ☐ Effectively communicate with others and provide outstanding customer service.
 - ☐ Work independently and as a team member
 - ☐ Prioritize tasks
 - ☐ Have a positive attitude
 - ☐ Adapt easily to change
 - ☐ Interpret and apply instructions
 - ☐ Learn and understand policies and procedures.
 - ☐ Lift and/or transport items that weigh up to 35 lbs.
5. Do you have 2 or more years of advanced data entry experience/training.
6. Do you have 2 or more years' experience maintaining professionalism while providing customer service to individuals that may become hostile, have mental health issues, and/or substance abuse issues.
7. Of the below listed desired abilities Court Admin Specialist 1 position, please select the one(s) you have demonstrated in your prior work experience.

- ☐ Establish and maintain positive working relationships with co-workers and the public with demonstrated commitment to excellent customer service
 - ☐ Work under pressure and juggle multiple tasks.
 - ☐ Handle sensitive information with a high degree of confidentiality.
8. Do you have experience working in a court, public safety, criminal justice, or related field?
9. From your experience, what kind of customers do you find to be the most challenging?
10. Are you interested and qualified in Magistrate Operations opportunities where you could staff the reception desk, assist defendants in-person with the hearing check in/out process, easily navigate and accurately enter data into computer system, scan and index documents, schedule hearings, process infractions (moving and parking violations), and prepare the infraction proceedings calendar?
11. If you answered "Yes" to previous question, please briefly explain how your skills and experiences align with the duties associated with this unit. If you answered "No" to the previous questions, please type N/A for not applicable.
12. Which best describes your professional administrative support experience performing such tasks as filing, receiving and sorting mail, creating routine correspondence, data entry, processing routine forms, etc.?
- ☐ I do not have professional administrative support experience
 - ☐ At least 1 year but less than 2 years
 - ☐ At least 2 years but less than 3 years
 - ☐ 3+ years
13. Which of the following best describes your level of proficiency with Microsoft Word?
- ☐ None- No experience with this software application.
 - ☐ Very Limited - I have completed training but have not used it much.
 - ☐ Beginner - I can create, open, save and print documents; cut, copy, paste and delete text; format text; set paper size and orientation.
 - ☐ Intermediate - In addition to beginner level skills, I am also able to create page breaks; adjust linespacing; insert page numbers; use auto text; create and edit templates; insert headers and footers; insert and edit tables; use search and replace.
 - ☐ Advanced - In addition to intermediate level skills, I am also able to set up data sources for mail merge; create macros; use track and review; protect documents; convert tables to text; create hyperlinks, create columns.
14. Which of the following best describes your level of proficiency with Microsoft Excel?
- ☐ None - No experience
 - ☐ Very Limited - completed training but have not used it much.
 - ☐ Beginner - able to perform data entry, create, open, save, and print spreadsheets; cut, copy, paste, and delete data/text; format data/text; set paper size and orientation.
 - ☐ Intermediate - in addition to beginner skill level, also able to set print area, insert headers/footers, create, use and update basic formulas (average, sum, percentage), sort and filter data.
 - ☐ Advanced - in addition to intermediate skill level, also able to create charts, create/edit pivot tables from data sets, create if-then statements or other conditional queries, and link data from multiple spreadsheets.
15. Which of the following best describes your level of proficiency with Microsoft Outlook?
- ☐ None - no experience.
 - ☐ Very Limited - completed training but have not used much.
 - ☐ Beginner - able to send, forward, and delete emails, add attachments, set-up and use contacts, schedule appointments, view calendars, sort emails, use the task function.
 - ☐ Intermediate - in addition to beginner skills, also able to create and invite others to appointments, make recurring meetings, add delegates, reserve conference rooms, assign tasks, modify task columns, flag email.
 - ☐ Advanced - in addition to intermediate, also able to use journal, notes, customize Outlook, use the find feature, use the auto pick meeting function, create and use voting button functions.