



## King County

Invites Applications for the Position of:

### Customer Service Specialist III

Apply online at <http://www.kingcounty.gov/jobs>

*King County is committed to equity and diversity in the workplace. In addition, the county is committed to recruiting and maintaining a quality workforce that shares our guiding principles: collaborative, service-oriented, results-focused, accountable, innovative, professional and fair and just.*

**OPENING DATE/TIME:** 07/18/13 12:00 AM (GMT -8:00)

**CLOSING DATE/TIME:** 08/02/13 04:30 PM (GMT -8:00)

**SALARY:** \$20.66 - \$26.19 Hourly    \$1,652.80 - \$2,095.20 Biweekly

**LOCATION:** Multiple locations in King County

**JOB TYPE:** Career Service, Full Time, 40 hrs/week

**DIVISION:** Department of Judicial Administration

**JOB NUMBER:** 2013JF03230

**SUMMARY:**

The Department of Judicial Administration (DJA) is an innovative, forward-looking agency using technology to help perform tasks better, more efficiently and reliably. DJA (also known as the Superior Court Clerk's Office) performs a variety of services for the Court, litigants and the public. DJA's mission is to provide professional, high-quality Superior Court record services and justice system programs, while ensuring access to justice and integrity in the process.

King County values the balance between work and life outside of work. We offer an outstanding benefits package, 10 paid holidays, life insurance, an employee assistance program and much more. Please visit our website to learn about King County's commitment to employee's health and well-being: <http://www.kingcounty.gov/employees/>.

**WHO MAY APPLY:** This position is open to King County career service employees only.

**WORK LOCATION:** 516 3rd Ave., Room E609, King County Courthouse, Seattle, WA

**WORK SCHEDULE:** This position is overtime eligible. It works a 40 hour work week; Monday through Friday, 7:30 a.m. - 4:30 p.m.

**Required Materials:**

**Resume**

**Letter of Interest** detailing your background and describing how you meet or exceed the requirements listed in this job announcement.

Please note that you can attach multiple documents to your application. Your options are:

- \* Copy and paste one or more documents into the text resume section of the application.

- \* Attach multiple documents/files in the resume attachment section.

**SELECTION PROCESS:** Applicants will be screened for qualifications, clarity and completeness. The most competitive applicants may be invited to an interview.

**Contact information:** Please direct questions about this recruitment to Denise Millard at 206-477-0830.

**JOB DUTIES:**

This Customer Service Position interacts extensively with various members of public, the Bar, Court, law enforcement and other government agencies and works in a high activity environment. People in this position are expected to provide excellent customer service and are accountable for providing a consistent and accurate final work product. This position is responsible for assisting customers in understanding processes and helping to navigate the necessary forms and procedures, also managing and maintaining the integrity and confidentiality of the Superior Court Records. It is essential that candidates in this position possess strong technical knowledge in order to process customer requests via an electronic interface. Because this position acts as a liaison between the customer and the court it is essential that the candidate exhibit a high degree of professionalism. Successful candidates in this position will possess high energy and are extremely motivated to perform in a fast paced environment, and independently prioritize work.

**PRIMARY JOB FUNCTIONS:**

Ability to understand and follow policy and procedures including RCW's, State and Local

## Court Rules.

Work in a team setting, including helping other sections in order to meet department deadlines.

Use specific computer applications to receive, process, print, and prepare court documents according to set guidelines.

Provide information and assistance to the public at the counter.

Provide information to customers calling our general information line.

Process and respond to written correspondence.

Research and copy court records using computer, microfiche/microfilm and digital media.

Assist the public with forms/procedures related to domestic violence, sexual assault, vulnerable adult, stalking and anti-harassment protection orders.

Use a cash register to calculate and account for daily transactions.

Work in a team setting, including helping other sections in order to meet department deadlines.

Assist customers with services related to web applications.

Receiving, processing and interpreting legal documents.

Perform other Clerk's functions as ordered by the Court.

Provide back-up for Courtroom Clerk.

Assist in the development, training and integration of new staff on to the team

Represent the division and the department on various committees

## **EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:**

High school diploma or equivalent

Minimum two years office experience performing a variety of responsible complex duties in an office or legal setting

Demonstrated ability to use independent judgment to make sound decisions, sometimes with limited information and sometimes within tight timelines.

Knowledge and application of policies, procedures and responsibilities of an office.

Experience providing excellent customer service to the public in situations requiring tact, discretion and diplomacy.

Strong and effective oral and written communication skills.

Effective interpersonal skills to work well with others on daily operations or committee work.

Skill at communicating with people of diverse backgrounds, showing sensitivity and understanding of cultural and economic differences.

Excellent computer skills understanding basic directory structure, web navigation, Microsoft Suite applications and experience learning and using different computer applications to perform complex tasks.

Research skills and experience

Ability to solve problems using a variety of resources and creative thinking.

Ability to work and make decisions in a team environment, and be a positive team member including: coordinating with the schedules of other staff; cooperating with other team members; possessing the ability to compromise and resolve issues with minimal direction; exhibiting flexibility and working professionally with all levels of staff.

Ability to perform multiple functions while serving a high volume of customers accurately

Ability to perform work at a pace that meets strict deadlines and adheres to set turnaround standards.

Ability to demonstrate punctual and reliable attendance.

Ability to articulate technical instructions to customers while assisting navigation through electronic services.

Ability to proof work and be detail oriented.

**ESIRABLE SKILLS:** Knowledge of court procedures, legal terminology, and court documents.

**CESSARY SPECIAL REQUIREMENTS:**

No felony convictions in the past ten years.

Ability to stand or sit for an extended period on a daily basis

Repetitive use of hands and wrists

**Note: Online applications are preferred. However, if you cannot apply online, go to [www.kingcounty.gov/jobs](http://www.kingcounty.gov/jobs) for other options.**

**If you need an accommodation in the recruitment process or an alternate format of this announcement, please inquire directly with the contact listed on the job announcement or the department's Human Resources Service Delivery Manager.**

## Customer Service Specialist III Supplemental Questionnaire

- \* 1. This job posting is open to internal King County career service employees only. Are you a King County career service employee?  
Yes   No
  
- 2. If no, please be advised that your application will not be considered for further review.
- \* 3. Which best describes your highest level of education?
  - High School Diploma or equivalent
  - Some college
  - Certificate
  - Associate's or technical degree
  - Bachelor's degree or higher
  - Other advanced degree
- \* 4. Please indicate how many years of experience you have working in an office or legal setting.
  - Less than two years
  - Two to five years
  - Six to nine years
  - Ten years or more
- \* 5. Please describe your experience working in an office or legal setting.
- \* 6. Please indicate how many years of customer service experience you have.
  - No experience
  - Less than three years
  - Three to five years
  - Six to nine years
  - Ten years or more
- \* 7. Please describe your ability to provide excellent customer service, including the setting, the number of customers served daily, and an example where you personally provided exemplary customer service to a customer.
- \* 8. Please describe your overall proficiency with computers and MS Office applications.
  - Beginner
  - Intermediate
  - Advanced
- \* 9. Please choose the response below that best indicates your knowledge and application of policies, procedures and responsibilities of an office.
  - No knowledge
  - Minimal knowledge
  - Moderate knowledge
  - Highly knowledgeable
- \* 10. If you answered "moderate or highly knowledgeable" for question above, please describe where or how you obtained your knowledge.
- \* 11. Please describe a difficult customer you successfully handled. What was the situation?

What action did you take?

- \* 12. Please choose the response below that best indicates your knowledge of legal terminology.
  - No knowledge
  - Minimal knowledge
  - Moderate knowledge
  - Highly knowledgeable
- \* 13. Please describe your experience and ability to work in a team environment.
- \* 14. This position requires a resume and a letter of interest. Please verify that you have attached or inserted a text of both to your application.
  - Yes   No

\* Required Question