



King County

Invites Applications for the Position of:

Customer Service Specialist II

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: 09/13/13 12:00 AM (GMT -8:00)

CLOSING DATE/TIME: 09/20/13 04:30 PM (GMT -8:00)

SALARY: \$18.79 - \$23.82 Hourly \$1,503.20 - \$1,905.60 Biweekly

LOCATION: Multiple locations in King County

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

DIVISION: Department of Judicial Administration

JOB NUMBER: 2013JF03351

SUMMARY:

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

Who May Apply: This position is open to King County career service employees and the general public.

Materials Required to Apply:

- Completed King County employment application form
- Answers to the supplemental questionnaire
- A current resume
- A letter of interest describing how you meet or exceed the qualifications listed in the job announcement

Your application may be rejected as incomplete if you include relevant information only on the resume or cover letter, or if you reference "see resume" on your application.

Please note that you can attach multiple documents to your application. Your options are:
1) Copy and paste one or more documents into the text resume section of your application.
2) Attach multiple documents/files in the attachment section.

Work Schedule: This position is overtime eligible. It works a 40 hour workweek, Monday through Friday, 7:30 am - 4:30 pm.

Work Location:

Position openings at 516 3rd Avenue, King County Courthouse, Downtown Seattle and Maleng Regional Justice Center, Kent.

If you have any **questions** regarding this recruitment opportunity, please contact **Joy Fernandes at 206-477-0774.**

JOB DUTIES:

This position under general supervision is responsible for providing excellent customer service to the public, court, attorneys and other sections within the Department and Superior Court while providing access to King County Superior Court records. The person in this position will also be required to perform duties as indicated below:

Assist customers to find superior court records and answer questions about those records
Help customers with operating self-service computers, copiers, microfiche and microfilm equipment.

Locate and retrieve files and re-file, videotapes, audiotapes from various locations and procedures.

Reproduce court hearings on VHS tapes, CD and digital media using reproduction software.

Use a computerized file inventory system, print queue, electronic records and index system, Electronic Records Request and peripheral software for delivery of digital material.

Use cash register to calculate and account for daily transactions.

Provide procedural information to the public regarding the Court and Clerk processes.

Maintain retention of records prescribed by policy.

Screen and enforce sealed records access policies, statutes and court rules.

Using a county vehicle deliver and retrieve court records to and from various facilities.

Print records for court hearings.

Research historic court records for the general public and the court.

Provide technical assistance to customer using our website to obtain services.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:

Must have demonstrated or proven ability to:

perform a variety of responsible complex duties of moderate difficulty.

exercise independent judgment within a scope of limited decision making.

learn and adhere to general office policies, procedures and responsibilities.

understand and apply state statutes, court rules and departmental policies related to records access.

maintain punctual and regular attendance.

learn legal terminology.

apply technology experience and learn custom and use web based applications.

learn cash handling with accuracy and adhere to the department's financial policies and procedures.

provide customer focused service to a diverse population.

utilize organizational skills and to prioritize workload demands while helping others to meet their deadlines.

multitask and complete tasks promptly and accurately.
work effectively in a team environment including problem solving, scheduling, and prioritizing task assignments.
provide excellent customer service to the public in situations requiring tact, discretion and diplomacy.
successfully work in a fast paced environment.
provide excellent written and oral communication, including giving and receiving information effectively.
perform research in various media and problem solving skills.

SUPPLEMENTAL INFORMATION:

NECESSARY SPECIAL REQUIREMENTS: Ability to stand or sit for extended periods of time each day. Repetitive use of hands and wrists, reach 7' and crouch to the floor, lift 25 lbs. No felony convictions in the last 10 years.

Note: Online applications are preferred. However, if you cannot apply online, go to 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 II Supplemental Questionnaire

- * 1. Which best describes your highest level of education?
 - None
 - General Education Degree
 - High School Completion
 - Some College
 - Certificate
 - Associate's or Technical Degree
 - Bachelor's degree or higher
 - Other Advanced Degree
- * 2. Please describe your ability to learn cash handling with accuracy and provide previous experience you may have.
- * 3. Please describe your customer service experience, including the setting, volume of customers and methods you employed to provide exemplary customer service.
- * 4. Please describe your experience providing excellent customer service to a diverse population.
- * 5. Please describe your knowledge of or experience with legal terminology and/or handling of legal documents. If you have little or no experience with legal terminology or documents, please describe your strategy to learn.
- * 6. Do you have experience researching records?
 - Yes
 - No
- * 7. If you answered yes to the question above, describe where you obtained that experience and the type of research you performed.
- * 8. Some of our records are sealed by state law or by order of the Court. Describe your experience in handling confidential or sensitive information, touching on why the information was confidential, and what special procedures you followed. Please include your job title, employer and dates when giving your examples.
- * 9. Describe your use of technology, the setting, your ability to learn new applications and the type of applications you have used.
- * 10. Please describe where you obtained your experience working in a fast-paced environment serving customers. What made the environment fast paced?
- * 11. Please describe your experience or ability to work in a team environment including problem solving, prioritizing and assisting your team members in completing tasks.
- * 12. Position openings are available at King County Courthouse, Seattle and Maleng Regional Justice Center, Kent. Please indicate your location preference. Check all that apply.
 - King County Courthouse, Seattle
 - Maleng Regional Justice Center, Kent
 - Both
- * Required Question