



## 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:** 11/07/13 12:00 AM (GMT -8:00)

**CLOSING DATE/TIME:** 11/20/13 04:30 PM (GMT -8:00)

**SALARY:** \$20.66 - \$26.19 Hourly

**LOCATION:** Multiple locations in King County

**JOB TYPE:** Career Service, Part Time, 20 hrs/week

**DIVISION:** Department of Judicial Administration

**JOB NUMBER:** 2013JF03489

**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.

These positions will be responsible for providing service for customers during the lunch time, when the rest of the Clerk's Office is closed. The positions will be responsible for providing customer service and information and will need a broad understanding of Clerk's Office services, and be able to interpret and apply established policies, guidelines, programs and procedures with little need for referral to other staff. The

positions will provide customer service to a wide variety of customers handling court related matters. The positions will also work with cashiers and customer service staff to maximize customer assistance at the Clerk's Office during the hours this position is on duty.

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 all qualified applicants.

**WORK LOCATION:** One position will be at 401 4th Ave North, Room 2C, Maleng Regional Justice Center, Kent, WA, and the other position will be at the King County Courthouse, at 516 3rd Ave, Room E609, Seattle, WA.

**WORK SCHEDULE:** The positions are overtime eligible. It works a 20 hour work week; Monday through Friday, 4 hours per day on a schedule to be established by the supervisor.

**Required Materials:**

Completed King county employment application form

Answers to the supplemental questionnaire

A current resume

A 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.

Applications lacking all required materials may be disqualified during the initial screening process.

**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 Joy Fernandes

at 206-477-0774.

**JOB DUTIES:**

This Customer Service Position interacts with diverse members of public, the bar, court, law enforcement and other government agencies in a fast-paced environment. People in this position are expected to provide excellent customer service and produce a consistent and accurate final work product. This position is responsible for assisting customers to: conduct research on Superior Court cases, file new cases, make payments, and navigate the necessary forms and procedures of the court, while managing and maintaining the integrity and confidentiality of Superior Court Records. 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 provide excellent customer service in a fast paced environment, and independently prioritize work while working as a member of a team.

Primary job functions include but are not limited to:

Provide information and assistance to external customers at the counter.

Provide information to customers calling the Superior Court Clerk's general information line.

Assist customers with questions about court processes and court forms.

Process and respond to written correspondence from a diverse audience.

Research and copy court records using computer, microfilm, print queue and digital media.

Interview and/or screen customers to establish what program-specific documentation is needed.

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

Handle multiple-step transactions such as receiving cash and documents and issuing receipts, using a cash register to receipt funds, and account for daily transactions.

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

Perform work under limited supervision and use independent judgment to assist customers and resolve issues.

Assist customers with services related to web and other electronic applications.

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

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

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

**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, or an equivalent combination of skills, education and experience sufficient to perform the job.

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, including an ability to explain court processes and provide technical instructions to customers in "plain language."

Ability to accurately handle cash and other payments, and receipt those payments.

Effective interpersonal skills and an ability to work well with various personalities.

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

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

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

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

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

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

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

Ability to demonstrate punctual and reliable attendance.

**SUPPLEMENTAL**

**INFORMATION:**

**NECESSARY**

**SPECIAL**

**REQUIREMENTS:**

No felony convictions in the last ten years.

**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. 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
- \* 2. 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
- 3. If you chose less than two years, please describe how your knowledge, experience and education combined will allow you to perform the duties of this job.
- \* 4. Please describe your experience working in an office or legal setting.
- \* 5. 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 knowledge
- \* 6. Please describe your ability to provide excellent customer service. Include the setting, the number of customers served daily, and an example where you personally provided exemplary customer service.
- \* 7. Please describe a difficult customer you successfully handled. What was the situation? What action did you take?
- \* 8. Please describe your experience in cash handling. Please tell us the setting, the number of transactions in a given day, and describe your ability to handle cash accurately.
- \* 9. Please indicate your overall proficiency with computers and MS Office applications
  - Beginner
  - Intermediate
  - Advanced
- \* 10. Please describe your ability to learn new computer applications.
- \* 11. Please describe your experience and ability to work in a team environment.
- \* 12. This position requires a resume and a letter of interest. Please verify that you have attached or inserted both to your application.
  - Yes    No
- \* 13. This recruitment is to fill two positions at two different sites. Please indicate your site

preference.

- King County Courthouse, Seattle
- Maleng Regional Justice Center, Kent
- Either

\* Required Question