



CITY OF SEATTLE

Court Cashier

SALARY:	\$21.49 - \$24.92 Hourly
LOCATION:	Seattle Justice Center, 600 5th Ave., Seattle, Washington
JOB TYPE:	Classified Civil Service, Regular, Full-Time
SHIFT:	Variable
DEPARTMENT:	Municipal Court of Seattle
BARGAINING UNIT:	Teamsters, Local 763 - Municipal Court
CLOSING DATE	12/10/13 04:00 PM Pacific Time

POSITION DESCRIPTION:

The Municipal Court of Seattle is one of the highest volume Courts of Limited Jurisdiction in the State with 13 judicial officers and over 200 staff. Court Payments has an opportunity providing a high degree of integrity and delivering exceptional customer service to the diverse populations we serve. Court Cashiers work directly with customers to process payments to the Court and schedule hearings; they also work “behind the scenes”, reviewing exception reports, researching transactions in the Court’s information system, and filing documents. We aim to hire people who are committed to being respectful and impartial when addressing customer issues, thereby ensuring the public’s trust and confidence in the judicial system.

JOB RESPONSIBILITIES:

- Assists customers at our customer service counter by taking payments for parking citations, traffic violations, bail bonds, and other Court financial obligations.
- Assists customers by scheduling Court hearings and responding to questions about hearings, payments, and other Court business.
- Researches and verifies incoming payments against respective citations or court documents to initiate defendant’s jail release or issue warrants for reimbursements.
- Enters data in the Municipal Court Information System (MCIS) to create and update defendant records for arraignment.
- Prepares written correspondence to customers regarding payment matters.

QUALIFICATIONS:

- One year of experience providing high-volume of in-person customer service to individuals from diverse backgrounds. This includes using computer systems to review customer accounts and records, troubleshooting customer problems, listening to customer concerns without responding emotionally, and representing the Court in a professional manner.
- Must be willing and able to work rotating shifts, including nights, weekends and holidays in both judicial and jail settings.
- One year of related experience for volunteer and part-time hours is the equivalent of 2080 hours.

ADDITIONAL INFORMATION:

Desired Qualifications:

- Prefer 2 years of cash handling experience demonstrating the ability to process payments using automated accounting systems, research complex financial transactions, and maintain accurate financial records.
- Prefer 2 years of high-volume, in-person customer service experience serving individuals from diverse backgrounds.
- Ideal candidates will have administrative support experience collecting money for fines and bail within a judicial environment.
- Ability to communicate in multiple languages is beneficial.
- Keyboarding proficiency with a minimum of 30 WPM and 10-key by touch.

Additional Information & Questions:

To be considered, all applicants must fully complete the online application form and include a cover letter (either pasted in the resume section or uploaded as an attachment).

Job offers are contingent on the verification of credentials and other information required by the application process including the completion of a background check which includes criminal history.

For more information on the Seattle Municipal Court visit: www.seattle.gov/courts. Please contact Kristy Hulverson, Personnel Specialist, at 206-233-7201 with any additional questions regarding this recruitment.

APPLICATIONS MAY BE FILED ONLINE AT:
Job #2013-00896

<http://www.seattle.gov/jobs>
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If you are unable to apply on-line you may submit a paper application by the closing date to our office.

OUR OFFICE IS LOCATED AT:
Seattle Municipal Tower
700 5th Avenue, Suite 5400
Seattle, WA 98104
206-684-8088
Careers@seattle.gov



The City is an Equal Opportunity Employer that is committed to diversity in the workplace. The City is a Drug Free Workplace.

Court Cashier Supplemental Questionnaire

- * 1. Did you fully complete the online application form and include a cover letter?
- Yes
 - No
- * 2. Have you ever worked for the Seattle Municipal Court as a regular or temporary worker, volunteer, or student intern?
- Yes
 - No
- * 3. How many years of in-person customer service experience do you have?
- None
 - Less than a year
 - Between 1 and 2 years
 - Between 2 and 5 years
 - More than 5 years
- * 4. Indicate the type of business or agency where you gained your customer service experience (select all that apply).
- Bank / Financial Institution
 - Government Agency / Public Utility
 - Healthcare Provider
 - Insurance Agency
 - Non-Profit / Charitable Organization
 - Retail Sales
 - Your Own Business
 - Other
- * 5. From your experience, which customers do you find the most challenging?
- * 6. How many years of cash handling experience do you have?
- None
 - Less than a year
 - Between 1 and 2 years
 - Between 2 and 5 years
 - More than 5 years
- * 7. What type of cash handling activities have you performed? (Please checkmark all that applies.)
- Accept credit card transactions
 - Act as bank teller
 - Collect on past due accounts
 - Operate and balance cash register
 - Perform accounts receivable and payable duties
 - None of the above
- * 8. On average, how many cash or credit card transactions do you process during an 8 hour shift?
- None
 - Between 1 and 19
 - Between 20 and 39
 - Between 40 and 59
 - Between 60 and 99
 - More than 100

*9. For your job experience that most closely matches this one, please type the job title and your primary responsibilities associated with that job.

*10. Have you had experience processing defendants' jail release through cash bail or surety bonds?

Yes

No

11. If you answered yes to the above, please explain your jail release processing experience.

*12. Are you willing to work first shift both at the Seattle Municipal Court and King County Jail?

Yes

No

*13. On a rotational basis, are you willing to work second shift, weekends, and national holidays at the King County Jail?

Yes

No

*14. Briefly state why you are interested in the Court Cashier position and how you are the most qualified.

* Required Question