



## 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:** 11/06/14 12:00 AM (GMT -8:00)

**CLOSING DATE/TIME:** 11/19/14 04:30 PM (GMT -8:00)

**SALARY:** \$21.01 - \$26.63 Hourly

**LOCATION:** Multiple locations in King County

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

**DIVISION:** Department of Judicial Administration

**JOB NUMBER:** 2014-04309

**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.

This position 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 position will provide customer service to a wide variety of customers handling court related matters.

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 wellbeing: <http://www.kingcounty.gov/employees/>.

**WHO MAY APPLY:** This position is open to all qualified applicants.

**WORK LOCATION:** Will be at the King County Courthouse, at 516 3rd Ave, Seattle, WA.

**WORK SCHEDULE:** This position is overtime eligible. It works a 40 hour work week; Monday through Friday, 8 hours per day on a schedule to be established by the supervisor.

**Required Materials:**

- **King County Application Form**
- **Responses to supplemental questionnaire**
- **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.

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 position to Denise Millard 206-477-0830. If you have questions about the recruitment process please direct those to Joy Fernandes at 206-477-0774.

**JOB DUTIES:**

This Customer Service Position interacts with diverse members of the public, attorneys, 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: utilize electronic services, obtain general information, conduct research on Superior Court cases, and navigate the necessary forms and procedures of the court, while managing and maintaining the integrity and confidentiality of Superior Court Records.

**PRIMARY JOB FUNCTIONS:**

- Provide friendly, patient, knowledgeable assistance to customers.
- Help customers with processes and forms needed to complete their court business.
- Research and copy court records using various methods.
- Assist customers in determining what program-specific documentation they need to navigate the court system.
- Determine the accuracy and completeness of information received related to protection

orders.

- Work in a team setting, perform work under limited supervision and use independent judgment to assist customers and resolve issues while remaining customer focused, professional and friendly.
- Provide customers with technical assistance navigating our electronic services.
- Perform other Clerk's functions as assigned.
- Assist in the development, training and integration of new staff.

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

Any combination of education and experience which provides the applicant with the desired skills, knowledge and ability required to perform the work.

- High school diploma or equivalent.
- General office experience performing a variety of complex duties of moderate difficulty, in positions which involved independent judgment and knowledge of policies, procedures and responsibilities of an office.
- Actively listen and explain complex processes and provide technical instructions to customers in a positive helpful manner.
- Possess exceptional interpersonal skills and an ability to maintain respectful working relationships.
- Effective communication skills.
- Sensitivity working with people of diverse socio/economic backgrounds.
- Maintain composure under pressure and in difficult situations.
- Understand and apply policies, procedures, court rules, local rules and State statutes to assist customers navigating court processes.
- Ability to positively contribute and make decisions in a team environment, possessing the ability to compromise and resolve issues with minimal direction; and exhibiting flexibility and working professionally with all levels of the organization.
- Possess organization and time management skills to prioritize work and meet deadlines.
- Proficient and comfortable with computer use to perform functions associated with ongoing work.

Regular and reliable attendance, effective communication skills, and development of effective working relationships are requirements of all DJA positions.

### **SUPPLEMENTAL**

### **INFORMATION:**

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 with customers requiring you to actively listen and explain technical information.
  - Less than two years
  - At least two years and less than six years
  - At least six years and less than ten years
  - Ten years or more
- \* 3. If you chose less than two years in the question above, please describe how your knowledge, experience and education combined will allow you to perform the duties of this job.
- \* 4. Please choose a response below that best indicates your experience working with a diverse population requiring you to demonstrate patience, understanding and maintain composure.
  - Less than two years
  - At least two years and less than six years
  - At least six years and less than ten years
  - Ten years or more
- \* 5. Please describe any experience that demonstrates your ability to work effectively with people from a wide variety of cultural, ethnic and economic backgrounds.
- \* 6. Please describe your ability to learn new computer applications, the types of applications learned and how you used those applications in your daily work or at home.
- \* 7. Please describe your experience and ability to work in a team environment where approachability, trust and communication were an integral part of the success of the team.
- \* 8. This position requires a resume and a letter of interest. Please verify that you have attached or inserted both to your application.
  - Yes    No

\* Required Question