



# Washington Courts Employment Opportunity

## Administrative Office of the Courts

### CUSTOMER SERVICE SPECIALIST

>[Click Here for Further Information](#)<

Employment Status: **Regular, Full-Time**

Location: **Olympia, Washington**

Salary: **Range 58: \$4,714 — \$6,344 mo. (DOQ)**

Opens: **December 11, 2019**

Closes: **January 13, 2020 at 5:00 p.m.**

**(closing date extended two weeks)**

#### POSITION PROFILE

Delivers customer support services for judicial system information technology applications by providing consultation and problem resolution to customers using applications supported by AOC.

Reporting to the Court Business Information Coordinator, this job functions as a subject matter expert in judicial system applications and business processes. The incumbent performs independently and exercises decision-making responsibility within assigned areas of expertise. Interacts regularly with a variety of customers who use applications supported by AOC.

*Detailed information (scope of responsibility, essential activities, and key competencies, etc.) can be found by viewing the **Job Description** attached to this Announcement. Or at [www.courts.wa.gov/employ](http://www.courts.wa.gov/employ), under Current Openings, click on Washington Courts and the Announcement.*

#### QUALIFICATIONS AND CREDENTIALS

Six (6) years of experience working in client support and customer service data information environment **including** at least two years of experience working directly with applications supported by AOC; **OR**

Six (6) years working in a **court environment** which uses applications regularly supported by AOC.

*A combination of relevant education and experience may be considered in meeting the qualifications.*

#### PREFERRED / DESIRED QUALIFICATIONS

The preferred candidate will have:

- The ability to travel that includes overnight stays away from the AOC offices.
- An understanding of the Washington state judicial system including the jurisdictional limits and responsibilities of each level of court, and the roles and responsibilities of judicial staff and related justice partners.
- Proficient ability to prepare accurate written documentation related to business processes and court business operations, issue resolution, and other written communication.
- The ability to articulately deliver information and solutions related to business processes and court business operations in person, by phone, or online meeting.

#### ADDITIONAL INFORMATION

- ◆ Workweek may fluctuate depending on workload or agency need.
- ◆ Overnight travel may be required based on business need.
- ◆ This position is not covered under the Fair Labor Standards Act (FLSA).

#### HOW TO APPLY / REQUIREMENTS

Interested applicants who meet the qualifications and competencies in this announcement are encouraged to apply for this opportunity. The following will all be considered in determining whether applicants move to the next phase of the screening process. The information you provide, the quality and completeness of the application, and **the ability to follow stated application instructions.**

The following items are **REQUIRED** for your application to be considered complete. Note: ALL sections of the Application must be completed. "**See resume**" is not acceptable.

- ✓ **Cover Letter** (no more than two pages)
- ✓ **Resume** (chronological)
- ✓ **Application for Employment**

The Application for Employment can be found at [www.courts.wa.gov/employ](http://www.courts.wa.gov/employ), under Current Openings, click on Washington Courts, the Application is located at the bottom of the page.

All application materials must be received by **5:00 p.m.** on the closing date of this posting. It is preferred applications be emailed to [employment@courts.wa.gov](mailto:employment@courts.wa.gov). You can also mail your materials to Administrative Office of the Courts, Attn: Human Resources, PO Box 41170, Olympia, WA 98504-1170. Faxed copies can be sent to 360-586-4409. Late applications will not be accepted.

### IMPORTANT INFORMATION

*The AOC is an equal opportunity employer and does not discriminate on the basis of gender, pregnancy, race, color, national origin, ancestry, religion, creed, physical, mental or sensory disability (actual or perceived), use of a service animal, marital status, sexual orientation, gender identity or expression, veteran or military status, age, HIV or Hepatitis C status, or any other basis protected by federal or state law. Persons of disability needing assistance in the application process, or those needing this announcement in an alternative format, please contact Colleen Clark, AOC Human Resource Office, at (360) 704-4143, or fax (360) 586-4409, or via email to [Employment@courts.wa.gov](mailto:Employment@courts.wa.gov).*

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

#### **SPECIAL NOTE:**

**Prior to a new hire, a background check including criminal history will be conducted. Information from the background check will not necessarily preclude employment but will be considered in determining the applicant's suitability and competence to perform in the job.**

### MORE INFORMATION ABOUT AOC

The Administrative Office of the Courts (AOC) is located in Olympia, Washington, on Interstate 5 between Seattle, Washington and Portland, Oregon. Olympia and the surrounding Thurston County area offer numerous social, recreational, educational, and cultural opportunities. Natural features include Puget Sound, the Olympic National Park to the west, and Mt. Rainier to the east. Mount St. Helens and the Pacific Ocean beaches are within a two hour drive of the city.

Great benefits (paid vacation and sick leave; health, life and disability insurance; retirement options and leave for military and civil service), a team-oriented culture, and a balance of family and work life in a wonderful community are a few rewards of choosing a career in the judicial branch of Washington State government. We offer leading edge technology, a broad range of career opportunities, and an opportunity to make a real difference in people's lives.

See [www.courts.wa.gov/employ](http://www.courts.wa.gov/employ) for more information about Washington Courts, Compensation and Benefits.



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