



CITY OF TACOMA
invites applications for the position of:

Court Clerk

An Equal Opportunity Employer

SALARY

Hourly
\$19.34 - \$24.79

OPENING DATE: 04/08/15

CLOSING DATE: 04/20/15 05:00 PM

POSITION DESCRIPTION:

The City of Tacoma Municipal Court is seeking a full-time Court Clerk to join their team. The ideal candidate will have excellent oral and writing skills; ability to handle multiple priorities at once; be a problem-solver; have strong customer-service skills; provide assistance to the public regarding court dates, fines and court procedures; process cases before and after court hearings; process paperwork received by mail or in person; filing; ability to handle large volume of paperwork; and be proficient with Microsoft Office products. This is a high stress position that requires the ability to be politically astute and sensitive to issues that involve a diverse audience. Duties include performing data entry and case processing tasks using the Judicial Information System. Hours of work are generally 8:00am - 5:00pm, but can vary.

QUALIFICATIONS: An equivalent combination of: graduation from high school including or supplemented by courses in business or criminal justice and two years of increasingly responsible court-related clerical experience. Appointment is subject to passing a background check and fingerprinting.

KNOWLEDGE & SKILLS:

- Policies, procedures and practices of the Municipal Court
- Community resource and referral programs and their application to the Court
- City, county and State agencies and offices involved in court-related activities
- City ordinances and State laws and regulations
- Modern office practices, procedures and equipment
- Record-keeping techniques
- Operation of a computer terminal
- Oral and written communications skills
- Telephone techniques and etiquette
- Correct English usage, grammar, spelling, punctuation and vocabulary
- Interpersonal skills using tact, patience and courtesy

SKILLS:

- Perform a wide variety of complex court-related clerical duties accurately
- Deal effectively with defendants and the public in high-stress situations
- Process arrest warrants accurately and in accordance with the law
- Operate courtroom electronic recording equipment
- Operate a variety of standard office machines and equipment including typewriter, microfiche, duplicating machines and computer terminal
- Communicate effectively both orally and in writing
- Maintain accurate records
- Type at an acceptable rate of speed
- Establish and maintain cooperative and effective working relationships with others
- Add, subtract, multiply and divide quickly and accurately

SELECTION PROCESS & SUPPLEMENTAL

Interested individuals **should apply online and attach** a detailed resume and cover letter describing your experience, training, and expertise as it relates to the responsibilities of this position. Applications received without the required resume and

INFORMATION:

cover letter will not progress in the selection process. Only those applicants that meet the minimum qualifications as stated above will move forward in the recruitment process.

This classification is covered by a Labor Agreement between the City of Tacoma and the Local 483 IBEW Union. An employee in this position will be required to join the union within 30 days of hire.

Communication from the City of Tacoma:

We primarily communicate via e-mail during the application process. E-mails from cityoftacoma.org and/or neogov.com must be placed on your safe domain list to ensure that you receive notifications in a timely manner. As a precaution, you may also want to check your junk e-mail folders.

Should you have any questions about this position please call Human Resources at (253) 591-5400 before the closing date.

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:

<http://www.cityoftacoma.org/>

ALTERNATIVE FORMAT MAY BE OBTAINED AT:

Human Resources Department

747 Market Street

Tacoma, WA 98402-3764

253-591-5400

mbaker@cityoftacoma.org

Job #4321-A15

COURT CLERK

MB

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Court Clerk Supplemental Questionnaire

- * 1. The Supplemental Questionnaire is part of the application process; accordingly, it should be completed carefully. These questions will be used to determine whether you meet minimum qualifications for the position and will be used as a tool to screen applications prior to an in depth look at your application materials. These should be completed thoroughly and honestly. Your responses to these questions may be accessed through the interview and reference check process. Any sign of deliberate misinformation or intentional exaggeration will result in disqualification from the hiring process. Please DO NOT refer to your resume in lieu of answering these questions. I certify that the information provided is accurate and complete to the best of my knowledge. I understand that any falsification may cancel any terms, conditions, or privileges of employment.

Yes No

- * 2. **In order to be considered for this position you must have the following education and experience:**
Do you have an equivalent combination to graduation from high school AND two years of experience in a court or legal office?

Yes

No

- * 3. If you answered yes to question #2, please provide the name of employer, dates of employment, specific duties performed and hours worked per week. If you do not possess any experience in this area, please indicate "N/A" in the space below. Please do not refer to your resume in lieu of answering this question.

- * 4. Do you possess a working knowledge of court related documents, procedures, and terminology?

Yes No

* 5. Do you have experience providing assistance to the public regarding court dates, fines, and court procedures?

Yes No

* 6. Which best describes your proficiency with Judicial Information System (DISCIS)?

- No experience, willing to learn
- Developing experience, occasional user
- Developing experience, taken related courses, use several times a week
- Skilled, everyday user
- Expert user

* 7. Do you have experience performing accounting functions such as bail refunds, collections, and receipting payments?

Yes No

* 8. Which best describes your customer service experience?

- I have limited customer service experience
- I have experience in a retail or similar environment
- I have experience in a professional environment providing customer
- I have experience explaining complex codes, rules, and policies, using advanced customer service techniques

* Required Question