



CITY OF SEATTLE

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## Court Administrative Specialist I

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**SALARY:** \$20.62 - \$22.97 Hourly  
**LOCATION:** Seattle Justice Center, 600 5th Ave., Seattle, Washington  
**JOB TYPE:** Classified Civil Service, Regular, Full-Time  
**SHIFT:** Day  
**DEPARTMENT:** Municipal Court of Seattle  
**BARGAINING UNIT:** Teamsters, Local 763 - Municipal Court  
**CLOSING DATE** 12/15/2015 04:00 PM Pacific Time **JOB# 2015-01320**

### POSITION DESCRIPTION:

At the Seattle Municipal Court, the Honorable C. Kimi Kondo currently serves as the Presiding Judge over 12 judicial officers and 200 staff. The Court adjudicates all misdemeanor and gross misdemeanor crimes, infractions, and civil violations authorized under the Seattle Municipal Code and certain Revised Code of Washington statutes. During 2014, the Court processed approximately 495,000 infractions and approximately 11,000 criminal filings.

We utilize Administrative Specialists in a number of operational units to perform a variety of administrative support functions and interact with diverse groups of individuals that include the public, Court staff, judicial officers, vendors, volunteers, and other City of Seattle employees. The successful candidate will have excellent customer service experience, as well as a proven track record for producing quality work that is reliably accurate and on-time.

**Currently, Magistrate Operations has a full-time opening.** Being part of this team involves supporting the judges who hear parking and traffic citation cases. The variety of administrative support tasks include staffing the reception desk for the infraction courtroom, providing defendants with customer service, and ensuring data enters are accurate. In this position you would have the opportunity to provide a full range of administrative support for the Court Operations Magistrate Unit. This position will report to a Court Clerk Supervisor.

Applicants from this recruitment process may be considered for full-time Administrative Specialist I openings at the Court that are currently available or may come available within the next three months. Operational units include Facilities, Magistrate Operations, Probation Services, and Records Management.

### JOB RESPONSIBILITIES:

The following provides an overview of some key responsibilities a Court Administrative Specialist I may perform at the Court:

- Check citizens in and out of infraction hearings by providing a high level of customer service in the courtroom by working with diverse staff and clientele.
- Provide excellent customer service for telephone, in-person, or email inquiries and requests.
- Schedule hearings in the Court's computer system (MCIS) and electronically collect and process information for court calendars.
- Identify, research, and resolve customer complaints and document errors, and update and maintain accurate docket information in MCIS.
- Answer telephone and in-person inquiries regarding court dates and ordinance violations, and provide fine, payment plan, and appeal information to defendants in the courtroom.
- Reconcile all unresolved bail issues from other Court units adjudicated by a Magistrate and process waivers of Contested Settlement Hearings
- Apply Court policies, procedures, City and State codes, and other regulations as appropriate.
- Perform routine tasks such as: photocopying and cataloguing, filing documents, and providing general clerical support.
- Access and regularly work with sensitive and highly confidential information.
- (duplicated idea above)
- Scan hard copy documents and index them into a database.
- Maintain filing, prepare files for archive, and assist with records retention and destruction.
- Assists in training, completes reports and performs other duties as assigned.
- Maintain and accurately update court docket and customer information via databases in a timely manner.
- Create new files, prepare paperwork, research, and interpret legal records.
- Receive, process, record mail and/or faxes.
- Review audit reports and take appropriate action.
- Submit supply requests and maintain department printers, fax machines and copiers.
- Stock and track warehouse and supply inventory that weighs up to 35 lbs.; make deliveries; and assist with scheduling staff moves and office reconfigurations.
- Maintain regular and punctual attendance, and actively participate in meetings and events.

#### **QUALIFICATIONS:**

One year of clerical support experience (required), which includes proficiency using computers, accurately typing and entering data, effectively communicating with others, providing outstanding customer service, working independently, prioritizing tasks, having a positive attitude, interpreting and applying instructions, learning and understanding procedures, physically able to lift and/or transport items that weigh up to 35 lbs., and managing change effectively (or a combination of education, training, or experience, which provides an equivalent background, required to perform the work of the class).

#### **TO BE CONSIDERED:**

Qualified candidates must submit the following to be considered:

- (1) Employment application with all fields completed; please avoid using "see attached resume".
- (2) Cover letter indicating the unit(s) you are applying to, and how your skills and experiences align with the stated job responsibilities and required qualifications.
- (3) Current resume indicating relevant education and experience. Note: The cover letter and resume may be cut and pasted in the resume field of the application or uploaded as attachments to the application.
- (4) By completing the supplemental questions you are attesting that the information you have provided is true and accurate. The Court will review any information provided in your application package and misstatements or falsification of information will eliminate you from consideration and/or employment if discovered subsequent to selection for a position.

## Desired Qualifications:

- Some college coursework in business management, communication, criminal justice, public administration, or other relevant fields of study
- Court or criminal justice agency experience
- Two years of advanced computer entry training and be knowledgeable in Windows, Word, Excel and Outlook.
- Two years experience in customer service or increasing responsibilities in the Municipal Court system or other related system.
- Experience maintaining professionalism when providing customer service to individuals who are angry and/or dealing with mental health and substance abuse issues.
- Demonstrated ability to work independently and as a team member; excellent interpersonal and communication skills (both oral and written). Must have ability to establish and maintain positive working relationships with co-workers and the public, with demonstrated commitment to excellent customer service.
- Position requires demonstrated ability to work under pressure and juggle multiple tasks.
- Handle sensitive information with a high degree of confidentiality.
- Have ability to understand, interpret and apply policies and procedures
- Must have excellent organizational skills and attention to detail
- Ability to type 40 wpm
- Proficient at 10-key typing

## ADDITIONAL INFORMATION:

Appointment is subject to passing a background check. New employees must successfully complete a 12-month probationary period prior to obtaining regular status in this classification. This is a Civil Service position with automatic enrollment into the City's Retirement Program; see the Benefits tab for more information. This position is covered by Teamster's Local 763 collective bargaining agreement. As a condition of employment, an employee in this position will be required to pay an amount equivalent to the union dues within 30 days of hire.

For more information on the Seattle Municipal Court, visit [www.seattle.gov/courts](http://www.seattle.gov/courts). For questions about these opportunities, please contact HR Interim Recruiter, Lynnette DeShaw at 206-233-7201.

PLEASE APPLY ONLINE AT:

<http://www.seattle.gov/jobs>

COURT ADMINISTRATIVE SPECIALIST I

LD

APPLICATIONS MAY BE FILED ONLINE AT:

Job #2015-01320

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 5500

Seattle, WA 98104

206-684-8088

[Careers@seattle.gov](mailto:Careers@seattle.gov)



**The City of Seattle is an Equal Opportunity Employer that is committed to diversity in the workplace. AmeriCorps, Peace Corps, and other national service alumni who meet the required qualifications are encouraged to apply. Accommodations for people with disabilities are provided on request. The City is a Drug Free Workplace.**

## Court Administrative Specialist I Supplemental Questionnaire

- \* 1. Did you include a cover letter AND resume with your application?  
Yes No
- \* 2. What is your highest level of education?  
 High School Diploma/GED  
 Some College  
 Associates Degree  
 Bachelors Degree  
 Masters Degree or higher  
 None of the above
- \* 3. Which best describes your professional administrative support experience performing such tasks as filing, receiving and sorting mail, creating routine correspondence, data entry, processing routine forms, etc.?  
 I do not have professional administrative support experience  
 At least 1 year but less than 2 years  
 At least 2 years but less than 3 years  
 3+ years
- \* 4. I can type at least 40 WPM accurately?  
Yes No
- \* 5. I have court or criminal justice experience?  
Yes No
- \* 6. From your experience, which of your customers do you find to be the most challenging? (600 character limit)
- \* 7. Which of the following best describes your level of proficiency with Microsoft Word?  
 None- No experience with this software application.  
 Very Limited - I have completed training, but have not used it much.  
 Beginner - I am able to perform data entry, create, open, save and print documents; cut, copy, paste and delete text; format text; set paper size and orientation.  
 Intermediate - In addition to beginner level skills, I am also able to set print area; insert headers and footers; create, use and update basic mathematical formulas (average, sum, percentage); sort and filter data.  
 Advanced - In addition to intermediate level skills, I am also able to create charts; create and edit pivot tables from data sets; create if-then statements or other conditional queries; link data from multiple documents.
- \* 8. Which of the following best describes your level of proficiency with Microsoft Excel?  
 None - No experience with this software application.  
 Very Limited - I have completed training, but have not used it much.  
 Beginner - I am able to send, forward and delete emails; add attachments; set up and use contacts; schedule appointments; view calendars; sort emails; use the task function.  
 Intermediate - In addition to beginner level skills, I am also able to create and invite others to appointments; make recurring meetings; add delegates; reserve conference rooms; assign tasks; modify task columns; flag email.  
 Advanced - In addition to intermediate level skills, I am also able to use Journal, Notes, customize Outlook; use the find feature; use the auto pick meeting function; create and use voting button functions.

- \* 9. Which of the following best describes your level of proficiency with Microsoft Outlook
- None - No experience with this software application.
  - Very Limited - I have completed training, but have not used it much.
  - Beginner - I am able to send, forward and delete emails; add attachments; set up and use contacts; schedule appointments; view calendars; sort emails; use the task function.
  - Intermediate - In addition to beginner level skills, I am also able to create and invite others to appointments; make recurring meetings; add delegates; reserve conference rooms; assign tasks; modify task columns; flag email.
  - Advanced - In addition to intermediate level skills, I am also able to use Journal, Notes, customize Outlook; use the find feature; use the auto pick meeting function; create and use voting button functions.
- \* 10. Are you interested and qualified in Facilities opportunities where you could log and distribute checks received through the mail, submit supply and building repair requests, operate pallet jacks and dollies, make deliveries to Court and City staff, and perform inventory counts?
- Yes    No
- \* 11. If you answered "Yes" to previous question, please briefly explain how your skills and experiences align with the duties associated with this unit. If you answered "No" to the previous questions, please type N/A for not applicable.
- \* 12. Are you interested and qualified in Magistrate Operations opportunities where you could staff the reception desk, assist defendants in-person with the hearing check in/out process, easily navigate and accurately enter data into computer system, scan and index documents, schedule hearings, process infractions (moving and parking violations), and prepare the infraction proceedings calendar?
- Yes    No
- \* 13. If you answered "Yes" to previous question, please briefly explain how your skills and experiences align with the duties associated with this unit. If you answered "No" to the previous questions, please type N/A for not applicable.
- \* 14. Are you interested and qualified in Probation Services where you could staff reception desk by working in-person with defendants (some have mental health diagnosis) who are checking in for their meetings with their Probation Counselors, manage multiple phone lines, and maintain paper and electronic records for case files?
- Yes    No
- \* 15. If you answered "Yes" to previous question, please briefly explain how your skills and experiences align with the duties associated with this unit. If you answered "No" to the previous questions, please type N/A for not applicable.
- \* 16. Are you interested and qualified in Records Management opportunities where you could enter incoming criminal and infraction cases into the Court's database, scan active files, index documents into Electronic Case Files, and archive records?
- Yes    No
- \* 17. If you answered "Yes" to previous question, please briefly explain how your skills and experiences align with the duties associated with this unit. If you answered "No" to the previous questions, please type N/A for not applicable.
- \* 18. Which best describes your customer service experience performing such tasks as answering multiple telephone lines, receiving clients at a front desk, handling customer inquiries and complaints effectively, etc.?
- I do not have customer service experience.
  - At least 1 year but less than 2 years
  - At least 2 years but less than 3 years
  - 3+ years

\* Required Question