



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: 05/02/19 12:00 AM (GMT -8:00)

CLOSING DATE/TIME: 05/15/19 04:30 PM (GMT -8:00)

SALARY: \$24.06 - \$30.50 Hourly

LOCATION: King County Courthouse - 516 3rd Ave, Seattle

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

DEPARTMENT: DJA - Judicial Administration

JOB NUMBER: 2019EH09874

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 **equitable and socially just services** to a wide variety of customers handling court related matters 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.

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 well-being: <http://www.kingcounty.gov/employees/>.

WHO MAY APPLY: This position is open to all qualified candidates that meet the qualifications. The Department of Judicial Administration values diverse perspectives and life experiences, and encourages people of all backgrounds to apply.

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.

APPLICATION

PROCESS:

This **exciting opportunity** to join the Department of Judicial Administration is open to **all applicants**.

Required Documents:

- **King County Application**
- **Resume**
- **Letter of Interest** that explains how your education and experience makes you the best candidate for this position
- **Answers to the supplemental questions** at the end of 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.

Contact information: Please direct questions about this position to Karen Lazzara at 206-477-0815 and questions regarding recruitment to Elvia Hackenmiller 206-263-9561.

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 managing and maintaining the integrity and confidentiality of Superior Court Records while assisting customers utilizing electronic services to: obtain general information, conduct research on Superior Court cases, and navigate the necessary forms and procedures of the court.

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.
- Perform multiple-step transactions such as receiving and/or issuing receipts, forms, cash and documents.
- Determine the accuracy and completeness of information received related to court filings.
- 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 ordered by the Court.
- Assist in the development, training and integration of new staff.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:

Any combination Experience, Qualifications, Knowledge, and Skills: Minimum two years OR any equivalent combination of education and experience which provides the applicant with the desired skills, knowledge and ability required to perform the work.

• Dedication and drive toward meeting and exceeding our customers' expectations.

- 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.
- Exceptional interpersonal skills and an ability to maintain respectful working relationships.
- Effective communication skills.
- Sensitivity and patience working with people of diverse socio/economic backgrounds.
- Ability to maintain composure under pressure and in difficult situations.
- Ability to 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.
- Knowledgeable 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 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. Describe a specific situation where you had an unpleasant, unreasonable customer where you had to ask a number of questions and listen carefully to fully understand the customer's query? You must detail how you were able to perform at a high standard under pressure, in the face of challenges, and the coping techniques used.
- * 2. Describe a specific instance of when you had to present complex information in a simplified manner in order to explain it to others. You must detail how you were able to explain a complex process, check understanding with the receiver and demonstrate patience and professionalism.
- * 3. Describe a specific time when a colleague strongly disagreed with your views, ideas, or way of working and what kind of relationship you can develop with such a person. You must detail the interpersonal skills you used where you were able to improve the relationship.
- * 4. Be specific describing areas you consider yourself to be a specialist, and how you envisage being able to utilize your expertise within our organization.
- * 5. 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