

# Court Customer Service Representative

City of Des Moines Municipal Court  
Des Moines, WA, USA

**Open Date:** October 22, 2020  
**Closing Date:** **Friday, November 06, 2020**  
**Hourly Wage:** \$23.41 to \$28.45  
**Limited Term Full-Time**

[Click Here To Apply](#)

The City provides an attractive benefits package which includes medical, dental, vision, life and long term disability insurance, Washington State PERS retirement, 401(a) Social Security replacement plan, 457 retirement plan contribution, and paid holidays, vacation, and sick leave.

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## How to Apply

Complete the online application at <https://desmoineswa.applicantpro.com/jobs/> and attach a resume and cover letter explaining how you meet the requirements.

## Nature of Work

This is a limited term, full time, one-year, entry level position that provides support for the Municipal Court for the City of Des Moines.

This position will work in the City Hall Court Department and will adhere to all city and state covid-19 safety guidelines.

Work involves providing customer service while performing reception duties; scanning and filing documents into an electronic data system, providing information to attorneys and to the public; assisting the public in the completion of forms or applications; typing correspondence as requested. Work assignments are typically structured, and may be performed in a training mode, carried out under direct and continuous supervision by a higher-level staff member. As an incumbent becomes familiar with departmental procedures and processes, some aspects of the work may be performed independently with review by a Court Clerk for accuracy and conformance to established policies and procedures.

## Essential Functions

- Performs telephone and public counter duties; answers routine questions from the public and refers customers to appropriate court staff; responds to questions regarding court procedures and rules and explains legal filing processes, calendaring procedures, fees, fines, and other processes and requirements; receives and file-stamps documents; schedules appointments and meetings and makes meeting arrangements.
- Processes correspondence from defendants which requires identifying the issue, researching the request, referring to the judge, responding to defendant and making all appropriate docket entries.

- Operates a computer, updating and retrieving and processing computer data from the JIS system and software systems that are tied to the JIS system.
- Responds to requests for information from prosecutors, law enforcement agencies, and attorneys.
- Scans and indexes court documents.
- Establishes and maintains cooperative, effective working relationships with co-workers, other City employees, and the general public using principles of good customer service.
- Reports for scheduled work with regular, reliable and punctual attendance.
- Performs other duties as assigned, including but not limited to being assigned to work in other functional areas to cover absences or relief, equalize peak work periods, or balance the workload.

### **Necessary Knowledge, Skills, and Abilities**

- Knowledge of court rules, policies, procedures, and regulations.
- Knowledge of computer software applications.
- Knowledge of standard business office practices and procedures.
- Ability to work in a high-volume court.
- Ability to adjust and maintain working knowledge of changing technology, policies and procedures.
- Ability to receive and fulfill directions from the court and be entirely responsible for completion of the assigned task.
- Ability to maintain cooperative and effective working relationships with co-workers and other agency staff and professionals.
- Ability to coordinate varied demands and cope with stress and disturbing situations.
- Ability to read, comprehend, speak and write English.
- Ability to organize, prioritize and coordinate multiple tasks to ensure efficient workflow.
- Ability to interact with public in a positive tactful manner in stressful, emotionally charged situations.
- Ability to maintain confidential information.
- Ability to accurately maintain files and dockets.
- Ability to communicate effectively, both verbally and in writing.
- Ability to work as a team player with a strong work ethic.

### **Education and Experience Requirements**

- High school diploma or GED.
- Six months of clerical experience in the legal field
- Six months of experience working in the court system strongly preferred.
- One-year experience as a customer service representative, office assistant, secretary or related position.
- Demonstrated proficiency in Microsoft Word, Excel, and Outlook required.
- Knowledge of JIS, Ocourt, BIT (Business Intelligence Technology) computer system strongly preferred.

### **Special Requirements**

- Possession of and the ability to maintain throughout employment a valid Washington State Driver's License with a good driving record.
- Successful completion of a pre-employment background and criminal history check.
- Because of the known effects of tobacco use, the City of Des Moines does not hire applicants who use tobacco products.

### **Working Conditions and Physical Abilities**

- Work is performed primarily in office and courtroom settings. Frequent exposure to individuals who may be distraught, violent or abusive. Hand-eye coordination and fine manipulation skills are necessary to operate computers and a variety of office machinery. The position also requires the ability to speak and hear to exchange information, the ability to sit for extended periods of time, and the ability to bend and stretch to retrieve and maintain files and records.

### **Equal Opportunity Employer**

- The City of Des Moines is committed to hiring a diverse workforce and all qualified applicants, including all ethnic backgrounds and persons with disabilities, are encouraged to apply. The City is an Equal Opportunity Employer and does not unlawfully discriminate on the basis of race, sex, age, color, religion, national origin, marital status, sexual orientation, veteran status, disability status, or any other basis prohibited by federal, state, or local law.
- In accordance with the Americans with Disabilities Act, an employer is obligated to make a reasonable accommodation only to the known limitations of an otherwise qualified individual with a disability. In general, it is the responsibility of the applicant or employee with a disability to inform the employer that an accommodation is needed to participate in the application process, to perform essential job functions or to receive equal benefits and privileges of employment.

### **General Information**

- The statements contained herein reflect general details as necessary to describe the principal functions for this job classification, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.
- The physical abilities described above are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The provisions of this job description do not constitute an expressed or implied contract. Any provision contained herein may be modified and/or revoked without notice.