

CITY OF TACOMA
invites applications for the position of:

Court Clerk

An Equal Opportunity Employer

SALARY

Hourly
\$23.13 - \$29.53

OPENING DATE: 04/13/22

CLOSING DATE: 04/25/22 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, during, 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 8:00 am - 5:00 pm but can vary.

The City of Tacoma provides excellent medical, dental and vision benefits for the whole family; paid holidays and personal time off; participation in Tacoma's Public Employees' Retirement System and a growing variety of City-sponsored health and wellness opportunities.

For more information on the City of Tacoma's benefit, package feel free to explore [City of Tacoma Benefits](#).

City of Tacoma Commitment to Diversity and Inclusion

Tacoma's diversity is its greatest asset. Tacoma embraces its multi-cultural and multi-ethnic character. Communities of color and immigrant communities are fundamental to Tacoma's entrepreneurial spirit, workforce, and long-term success. In Tacoma, equity and empowerment are top priorities, meaning that all Tacoma residents must have equitable opportunities to reach their full potential and share in the benefits of community progress. One of our goals is for the City of Tacoma workforce to reflect the community it serves. We actively work to eliminate racial and other disparities and welcome candidates with diverse backgrounds and/or multicultural skill sets and experiences. Our goal is for Tacoma to be an inclusive and equitable place to live, work, and play.

QUALIFICATIONS:

In order to be considered for this position you must have the following:

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 to include accounting.

Appointment is subject to passing a background check and fingerprinting.

KNOWLEDGE & SKILLS: KNOWLEDGE:

- 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
- Telephone techniques and etiquette
- Correct English usage, grammar, spelling, punctuation and vocabulary

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
- Communicate effectively both orally and in writing
- Interpersonal skills using tact, patience and courtesy
- Maintain accurate records
- Type 45WPM (a test may be given)
- Establish and maintain cooperative and effective working relationships with others
- Add, subtract, multiply and divide quickly and accurately

SELECTION PROCESS & SUPPLEMENTAL INFORMATION:

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 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. Appointment is subject to passing a background check and fingerprinting.

Communication from the City of Tacoma:

We primarily communicate via email during the application process. Emails from cityoftacoma.org and/or governmentjobs.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 email folders.

The online application system requires you to enter a substantial amount of information. Be prepared to spend at least an hour entering information. In order for your application materials to be considered; all information must be submitted by the closing date and time listed on this job announcement.

For assistance with the application process or questions regarding this job announcement please contact the Human Resources office at (253) 591-5400 by 4:00 pm of the closing date of the job announcement. This will allow us to assist you before the job announcement closes. (For technical difficulties using the NeoGov system, call the applicant support line at 1-855-524-5627 between 6:00 AM and 5:00 PM Pacific Time.)

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

Job #4321-22A

COURT CLERK

TD

An Equal Opportunity Employer

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. Do you have an equivalent combination to: graduation from high school including or supplemented by courses in business or criminal justice **and** two years' increasingly responsible court-related clerical experience?
 - ☐ 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
 - ☐ I have experience explaining complex codes, rules, and policies, using advanced customer service techniques
- * 9. Please tell us how you learned about this job opening.
 - ☐ Job Interest Card notification
 - ☐ Internet search
 - ☐ Professional organization
 - ☐ Military organization
 - ☐ Union job posting
 - ☐ City of Tacoma employee
 - ☐ Online job board posting
 - ☐ Word of mouth

- ☐ LinkedIn
- ☐ SEED
- ☐ TTEP (Tacoma Training and Education Program)
- ☐ Indeed
- ☐ Facebook
- ☐ Instagram
- ☐ Careers in Government
- ☐ Government Jobs
- ☐ NWPPA
- ☐ Outreach Event

* 10. Please provide specific information regarding how you learned about this job opening.
Thank you, your feedback will be used to evaluate our success reaching the public and
refine our methods for future job postings.

* Required Question