

Seattle Municipal Court

City of Seattle

Court Cashier



SALARY	\$29.04 - \$33.65 Hourly	LOCATION	Seattle, WA
JOB TYPE	Classified Civil Service, Regular, Full-Time	JOB NUMBER	2023-01095
DEPARTMENT	Seattle Municipal Court	OPENING DATE	06/07/2023
CLOSING DATE	6/27/2023 4:00 PM Pacific		

Position Description

Seattle Municipal Court's mission is to provide a forum for individuals to resolve alleged violations of the law in a respectful, independent, and impartial manner. The Court is dedicated to advancing social justice issues by supporting personal, structural, and systemic change in our community, and building a diverse workforce. Candidates with the ability to effectively work with multicultural communities are encouraged to apply.

SMC's Court Payments team, composed of Court Cashiers and Customer Care Representatives, is committed to improving the quality of life in Seattle by holding people accountable for their choices and helping them resolve their debts to our community.

We are currently recruiting to fill two Court Cashier positions. Court Cashiers work directly with customers to process payments to the Court and schedule hearings; they also work "behind the scenes" reviewing exception reports, researching transactions in the Court's information system, and filing documents.

YOU WILL BE SUCCESSFUL IN THIS POSITION IF YOU:

- Lead with equity and inclusion in all aspects of your work.
- Are a strong communicator who has experience providing excellent customer service with discretion in a professional manner to people from diverse backgrounds and of all income levels.
- Are able to process cash and credit payments accurately, with attention to detail.
- Have experience updating and navigating databases and an aptitude for learning new systems.

Job Responsibilities

- Assist customers at our customer service counter by:
 - ◊ Taking payments for parking citations, traffic violations, bail bonds, and other Court financial obligations.
 - ◊ Scheduling Court hearings and responding to questions about hearings, payments, and other Court business.
- Research and verify incoming payments against respective citations or court documents to initiate defendant's jail release, re-issue warrants, or reimburse bail.
- Enter data in the Municipal Court Information System (MCIS) to create and update defendant records.
- Prepare written correspondence to customers regarding payment matters.

Qualifications

Minimum Qualifications:

1+ year of clerical experience (for this position, clerical experience includes high volume accounting support, cashiering activities, or customer service work of a similar nature) OR Combination of education, training and experience will be evaluated on an individual basis for comparability.

Additionally, you will be prepared to take on this role if you have following commitments, skills, abilities, and experience:

Commitment to:

- ♦ Bringing a calm and professional presence.
- ♦ Constant learning, growing, and improving.
- ♦ Remaining calm under stress and pressure.

Skill and ability to:

- ♦ Determine customer needs and respond quickly.
- ♦ Type at least 30 WPM and use 10-key proficiently.
- ♦ Proficiently use Word, Outlook, Excel, and Teams.
- ♦ Navigate and accurately update databases.
- ♦ Learn new systems quickly.
- ♦ Work independently and as part of a team.
- ♦ Exercise mature/independent judgment and adapt to changing needs/circumstances.

Experience and/or Education in:

- ♦ Some college coursework in money math, accounting, or other relevant fields of study.
- ♦ 2+ years' experience in some or all the following areas:
 - **Handling cash with the** ability to process payments using automated accounting systems, research complex financial transactions, and maintain accurate financial records.
 - Providing excellent customer service with discretion in a professional manner to people from diverse backgrounds and of all income levels.
- ♦ Administrative support experience working in a court, law firm, criminal justice agency, community outreach agency, or Government agency.

The Court aims to hire people committed to being respectful and impartial when addressing customer issues, thereby ensuring the public's trust and confidence in the judicial system.

Additional Information

Work Environment

This position will primarily be onsite at the Seattle Justice Center at 600 5th Ave, Seattle. Alternative Work Arrangements may be considered and will be based on operational needs.

Why Work at the City

The City of Seattle recognizes every City employee must play a role in ending institutional and structural racism. Our culture is the result of our behavior, our personal commitments, and the ways that we courageously share our perspectives and encourage others to do the same. To cultivate an antiracist culture, we seek employees who will engage in the Race and Social Justice Initiative by working to dismantle racist policies and procedures, unlearn the way things have always been done, and provide equitable processes and services.

Benefits

The City of Seattle offers a comprehensive benefits package including vacation, holiday, and sick leave as well as medical, dental, vision, life, and long-term disability insurance for employees and their dependents. More information about employee benefits is available on the City's website at:

<https://www.seattle.gov/human-resources/benefits/employees-and-covered-family-members/most-employees-plans>

SALARY

The full salary range for this position is \$29.04 to \$33.65 per hour.

Direct link to apply: <https://www.governmentjobs.com/careers/seattle/jobs/4073682/court-cashier>

HIRING PROCESS

Qualified candidates must submit the following to be considered:

1. [Completed NEOGOV online application and supplemental questions.](#)
2. PDF of your cover letter describing **WHY WANT THIS JOB AND WHY YOU WANT TO WORK FOR THE SEATTLE MUNICIPAL COURT.**
3. PDF of your resume.

Application Tips:

- Update your application to make sure the employment dates on your application match the employment dates on your resume.
- Give us the details of the responsibilities and tasks you performed in your current and previous positions. The more detail you provide, the better we can understand how your qualifications align with the needs of our opening.
- A job offer is contingent upon successfully passing the court's background check. The background check includes a criminal history background review, fingerprinting and reference checks.
- This position is represented by the Teamsters Local 763 union.
- New employees are required to pass a 12-month probation period.
- This is a full-time position, working 40 hours per week; it is Civil Service and non-exempt from overtime. The selected candidate must be willing and able to occasionally work nights, weekends, and holidays at the court or in a King County jail office to process bail-outs from jail.
- For more information on the Seattle Municipal Court, visit www.seattle.gov/courts.