



## CITY OF SEATTLE

### **Court Financial Compliance Supervisor – Job #2017-01028**

<b>SALARY:</b>	\$26.89 - \$30.17 Hourly
<b>LOCATION:</b>	Seattle Justice Center, 600 5th Ave., Seattle, Washington
<b>JOB TYPE:</b>	Classified Civil Service, Regular, Full-Time
<b>SHIFT:</b>	Day
<b>DEPARTMENT:</b>	Municipal Court of Seattle
<b>BARGAINING UNIT:</b>	Teamsters, Local 763 - Municipal Court
<b>CLOSING DATE</b>	08/08/17 04:00 PM Pacific Time

#### **POSITION DESCRIPTION:**

The [City of Seattle's Municipal Court \(SMC\)](http://www.seattle.gov/courts/) is one of the highest volume Courts of Limited Jurisdiction in the state with 7 elected Judges, 6 appointed Magistrates, and over 200 staff. The Court adjudicates misdemeanor and gross misdemeanor crimes, infractions, and civil violations. SMC is a highly innovative and progressive court with a community-based approach to judicial administration. For more information, visit us online: <http://www.seattle.gov/courts/>

Financial Compliance (FinComp) is part of the Court Payments unit in the Court Operations Division. FinComp's primary responsibility is to assist defendants who cannot pay their fines and fees in full by providing time payment plans and alternatives to monetary payment. FinComp personnel monitor payment plans for the Court and respond to questions about Court debt as a liaison between the Court and its collection agency. Team members are career-minded professionals who are committed to improving quality of life in Seattle by holding people accountable for their choices and helping them to resolve their debts to our community.

SMC is currently accepting applications from qualified candidates who are interested in working as a Court Financial Compliance Supervisor. The ideal candidate:

- Has strong leadership and interpersonal skills;
- Has experience supervising employees in a court, legal or fiscal environment;
- Is an active listener with good communication skills;
- Has an aptitude for learning new systems;
- Excels in drafting policies and procedures;
- Has excellent customer service skills;
- Is skilled in measuring/monitoring employee productivity and performance.

The Court Financial Compliance Supervisor reports to the Court Payments Manager and works closely with two Court Cashier Supervisors. This position supervises 13 full-time employees. 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.

#### **JOB RESPONSIBILITIES:**

- Conduct routine supervision of 13 FinComp employees: assign tasks, prepare work schedules, monitor attendance and punctuality, approve leave requests and time sheets.
- Advise and assist FinComp employees with challenging customer service issues, including problems arising at the customer service counter.
- Oversee FinComp employee training and development.
- Work with the Court Payments Manager to establish goals, priorities, and work standards for the FinComp team.

- Develop and maintain workload measurement systems for the team and for its individual members. Provide routine feedback to employees regarding their performance and productivity, including periodic formal performance evaluations.
- Assist FinComp and other Court employees with questions regarding policies, and exercise judgment in authorizing policy exceptions when appropriate.
- Serve as the Court's liaison with the parking scofflaw program and the City's "boot" vendor; work with homeless advocates and Parking Enforcement Officers to craft solutions to unique parking scofflaw situations.
- Perform functions in the Court's case management system (MCIS) that staff does not have authority to do; for example, open hearing slots or correct erroneous defendant records.
- Develop, revise, and implement written operating policies and procedures for FinComp assignments.
- Manage document storage and archiving for FinComp

**Minimum Qualifications:**

Four years of clerical experience and the ability to supervise the work of others or a combination of education, training and/or experience that provides evidence of the ability to perform this job.

**Desired Qualifications:**

- Some college coursework in business management, communication, criminal justice, public administration, or other relevant fields of study.
- 2+ years of supervisory experience.
- 4+ years of experience in customer service in a court, legal, or fiscal environment.
- Demonstrated commitment to excellent customer service with a proven ability to maintain 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).
- Ability to establish and maintain positive working relationships with co-workers and the public.
- Ability to manage change within the 13-person unit.
- Excellent organizational skills, attention to detail and problem-solving skills.
- Demonstrated ability to work under pressure and prioritize tasks.
- Able to work with sensitive information while maintaining a high degree of confidentiality.
- Ability to understand, interpret, draft, and apply policies, procedures and instructions.
- Intermediate to advanced proficiency in Word, Excel and Outlook.
- Ability to type 40 wpm.
- Proficient at 10-key typing.

**ADDITIONAL INFORMATION:**

**Direct Link:**

<https://www.governmentjobs.com/careers/seattle/jobs/1797432/court-financial-compliance-supervisor>

**Hiring Process**

Applications are reviewed after the posting closes. Qualified candidates must submit the following to be considered.

1. [Completed NEOGOV online application.](#)
2. Supplemental questionnaire responses.
3. Cover letter describing how your skills and experience align with the stated job responsibilities and qualifications.
4. Current resume indicating relevant experience and education.

Your application will not be reviewed if these items are missing or incomplete. 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 after selection for the position.

Attaching or pasting a cover letter and resume alone is not a substitute for completing the application itself. Only those applicants selected for an interview will be contacted.

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. Selected candidates will be required to join the Local 763 union within 30 days of hire and must complete a one year probationary period.

- For more information on the Seattle Municipal Court, visit [www.seattle.gov/courts](http://www.seattle.gov/courts).
- For questions about this opportunity, please contact Crystal Yost, HR Business Partner - Recruitment at [crystal.yost@seattle.gov](mailto:crystal.yost@seattle.gov)

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APPLICATIONS MAY BE FILED ONLINE AT:

Job #2017-01028

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

COURT FINANCIAL COMPLIANCE SUPERVISOR  
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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

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



**Who May Apply:** This position is open to all candidates that meet the minimum qualifications. The Seattle Human Resources Department values diverse perspectives and life experiences. Applicants will be considered regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, or gender identity. The Department encourages people of all backgrounds to apply, including people of color, immigrants, refugees, women, LGBTQ, people with disabilities, veterans, and those with diverse life experiences.

Accommodations for people with disabilities are provided on request.

The City is a Drug Free Workplace.

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## Court Financial Compliance Supervisor Supplemental Questionnaire

Answers to the following questions will help us determine whether candidates meet the minimum requirements of the position. Indicating "see resume" or "see application" are not sufficient responses to the supplemental questions.

1. A cover letter and resume are both required documents. Missing one or both attachments will flag your submission as incomplete. Did you attach a cover letter and resume?
2. Do you have 4 or more years of clerical experience? For this question, clerical is defined as filing, receiving/sorting mail, creating routine correspondence, data entry and processing routine forms.
3. Do you have supervisory experience in a court, legal, or fiscal environment?
4. If you answered YES to the above question, please provide the following information (please keep your responses for each position brief):
  - Job title:
  - How many months worked in that title:
  - Name of employer:
  - Why you left that position:
  - How does that position relate the position you are applying for with the Court?
5. Do you have experience drafting written policies and procedures?
6. Please indicate the other types of supervisory experience you have in private or public entities (select all that apply).
  - Retail Sales
  - Government agency / public utility Bail bonds agency
  - Bank / Financial institution
  - Non-profit / charitable organization Health care provider
  - Insurance agency
  - Online business (not listed above) Other
  - None - no experience
7. Which of the following best describes your level of supervisory experience in the above selected entities:
  - None - no experience
  - Less than 1 year
  - More than 1 year, but less than 2 years.
  - 2-4 years
  - 5+ years
8. Do you have experience measuring and/or monitoring employee productivity and performance?
9. Briefly describe. If no experience indicate N/A
10. Are you bilingual?
11. If yes, in which other language(s) (other than English) can you speak, read, and write proficiently?
12. Which of the following best describes your level of proficiency with Microsoft Outlook?
  - None - no experience.
  - Very Limited - completed training, but have not used much.
  - Beginner - able to send, forward, and delete emails, add attachments, etc
  - Intermediate - in addition to beginner skills, also able to create and invite others to appointments, etc
  - Advanced - in addition to intermediate, also able to use journal, notes, customize Outlook, etc
13. Which of the following best describes your level of proficiency with Microsoft Excel?
  - None - No experience
  - Very Limited - completed training, but have not used it much.
  - Beginner - able to perform data entry, create, open, save, and print spreadsheets; cut, copy, paste, etc
  - Intermediate - in addition to beginner skill level, also able to set print area, insert headers/footers, etc .
  - Advanced - in addition to intermediate skill level, also able to create charts, create/edit pivot tables etc.
14. 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 create, open, save and print documents; cut, copy, paste and delete text etc.
  - Intermediate - In addition to beginner level skills, I am also able to create page breaks; spacing etc.
  - Advanced - In addition to intermediate level skills, I am also able to set up data sources for mail etc