

JOB DESCRIPTION
TOWN OF ARGYLE, TEXAS

POSITION TITLE: Deputy Court Clerk/Administrative Assistant

DESCRIPTION DATE: October 2017

DEPARTMENT: Municipal Court

REPORTS TO: Town Secretary

FLSA: Part-time, Non-exempt

POSITION SUMMARY:

Under the direction of the Town Secretary, the Deputy Court Clerk/Administrative Assistant provides clerical and technical support to the Court by assisting customers on the telephone and in person at the cashier's window, implementing office procedures and related work. The incumbent provides support to the Court Clerk in receiving, preparing and processing legal documents; maintaining databases, case records and automated and manual files; receiving and recording payments; providing support at trials and legal proceedings. The position requires significant public interaction and occasionally involves situations of conflict that requires considerable tact and judgment. The Municipal Court is a front line customer service department and its operation must reflect the Argyle Core Values especially in the areas of service, integrity and professionalism.

ESSENTIAL COMPETENCIES

1. Demonstrates competencies related to the application of Argyle Core Values
2. Demonstrate basic knowledge of Texas statutes governing the administration and operation of a Texas Municipal Court with the ability to respond to inquiries in person, by phone or in writing.
3. Assists defendants and attorneys by providing information about the procedures and requirements for disposition of cases filed in the Municipal Court.
4. Enters citation, case activity and other data into Court computer system, including but not limited to, pleas, convictions, case status, dismissals, and other orders as set by the judge; Prepares juvenile documents; creates case files.
5. Performs other general Municipal Court functions, including scheduling court dates, processing defensive driving, deferment, judgments, requests for extensions, payment plans, jury trials and motions for continuances.
6. Performs general office duties such as filing, typing, computer input, mathematical calculations, and telephone operations.
7. Notifies defendants of upcoming court dates and appearances; notifies defendants of overdue citations.
8. Collects fines and fees, issues receipts, balances daily collections, and prepares daily deposits; must be bondable.
9. Maintains accurate, updated, timely and organized paperwork, dockets, warrants and collections processed by the court.
10. Maintains confidentiality of information.
11. Possess knowledge of the operations and maintenance of court computer system, on-line pay systems, security protocols and links to state agencies and other court resources.
12. Displays impeccable integrity in the accounting, reporting and reconciling of all court moneys, including fines and refunds.

13. Demonstrates a willingness and competency sufficient to assist supervisors with administrative tasks and reduce administrative work load
14. Performs other duties as assigned by the Town Secretary or Town Manager

REQUIRED QUALIFICATIONS

Education/Experience/Certificates/Licenses/Eligibility:

1. Minimum two years' of progressively responsible administrative support experience in municipal administration, prefer court experience.
2. Valid Texas Driver's License.
3. Good verbal and written communication skills.
4. Excellent organizational and time management skills.
5. Cash handling experience.
6. Able to serve citizens in a diplomatic manner, while exercising good emotional control.
7. Bondable and serve as a notary public, administer oaths and authenticate official documents.
8. Knowledge of various office equipment such as computers, calculators and software applications, (i.e. Incode, MS Word, Excel, etc.).
9. Level I Texas Court Clerk Certification preferred.
10. Bilingual (Spanish) skills beneficial, but not required.

Interpersonal: Must demonstrate an attitude of service in all aspects of work. Excellent interpersonal skills are crucial in the highly demanding court environment and must be exhibited in dealing with customers, attorneys, judges and staff. Must be outgoing, friendly and engaging and be able to turn negative situations into positive and productive communication. Must be comfortable and capable of dealing with the public as well as fellow employees, town staff and elected officials. Must be completely trusted to protect confidential records. The position requires a team player with a positive attitude even in difficult or emotional circumstances. Must possess exceptional communication skills (writing, speaking, and non-verbal). Must be comfortable performing redundant tasks while maintaining a professional and positive outlook and appearance.

Critical Thinking: Must be able to gather, analyze and report on court data to reflect statistical activity of the court as well as performance criteria for department goals and objectives. Must be comfortable calculating and differentiating court payments in accordance with state law. Must be able to prioritize multiple assignments. Must be able to analyze office processes and communication flow to maximize efficiency and citizen service.

Knowledge: Basic administrative knowledge of secretarial level planning, directing, coordinating, and reporting are crucial. Must be current on court best practices and able to develop solutions for administrative dilemmas. Should have a basic knowledge of municipal operations and governance as it will from time to time be necessary to fill in to assist in administrative capacity as needed.

Physical: While performing the duties of this job, the employee is constantly required to read a computer screen or documents, grasp, handle, feel, type, listen, hear, reach, see, speak, walk, and sit for long periods. The employee is frequently required to bend, stoop, crouch, carry, and lift up to 30lbs. Work is generally performed in a climate-controlled office with limited exposure to outdoors in extreme weather conditions. Work hours are generally Monday through Friday, from 10:00 a.m. to 2:00 p.m., however attendance in Court can vary.

CORE VALUE EXPECTATIONS

SERVICE

Service is a key performance factor on which the court's effectiveness is judged. While the court is typically viewed as an arm of law enforcement, it is critical that court employees honor the Argyle Core Values in performing their duties. It is important for the Deputy Court Clerk/Administrative Assistant to display an attitude of service even in challenging circumstances when emotions may run very high. It is also important to provide professional dependable service to the Court Clerk, Judge and attorneys that participate in the court process as well as the customers.

INTEGRITY

Honesty and integrity are constantly on display in the court environment. The court handles large sums of money and personal information on a daily basis, so the public's money and trust are only as secure as the integrity of those in the court entrusted to account for it. Records must be absolutely accurate and up to date at all times and cash and check receipts must always balance with court records. Accurate and timely disbursement of funds is equally critical and should leave no doubt as to the integrity and honesty of the court staff. Records must be maintained in an orderly manner that allows inspection and audit without notice.

LEADERSHIP

Leadership is displayed by example in the court and manifests itself in several performance indicators including: initiative, character, integrity, trustworthiness, reliability and judgment. The court is always subject to intense scrutiny because of the amount of cash collected and the nature of the court environment. The court staff and all those who come in contact with the court should always see professional leadership which is manifested in accurate records, timely scheduling, fair and impartial case management, generally error free work and reliable systems that assure a highly organized process and professional administration of the court. Leadership is displayed through the initiation of tasks and recognition of needs that occur without prompting or direction from supervisory staff.

TEAMWORK

The court process is a reflection of all the attributes of a highly productive and professional team with distinctive and important roles which must be executed accurately and consistently. It is intended that the incumbent learn the importance of teamwork and demonstrate the attributes of teamwork in a way that results in seeking and accepting added responsibilities and knowledge of the organization. In addition, learning teamwork and exhibiting teamwork skills is very important in establishing positive and healthy camaraderie and promotion of department and organization morale. Teamwork positive indicators include: works well in a team environment, unselfish service to others, humility, freely accepting additional duties and working in a manner that serves the needs of the entire organization rather than a single department or individual.

COMMUNICATION

Outstanding communication skills are paramount in the performance of the duties of Deputy Court Clerk/Administrative Assistant. The position is also responsible for seeing that all those having business with the court are communicated with effectively and professionally. The Deputy Court Clerk/Administrative Assistant must always be professional in appearance and display an attitude that demonstrates a willingness and openness to communicate accurate and timely information both internally to fellow employees and supervisory staff as well as externally to citizens and customers. Professional and consistent telephone etiquette is essential as is the ability to respond thoroughly and efficiently via email requests.

CONTINUOUS IMPROVEMENT

The acquisition of new skills and knowledge should be constantly evident in the performance of the duties of Municipal Court Clerk. Pertinent training opportunities should be identified and brought to the attention of the Town Secretary in a way that illustrates a healthy balance of priorities and a desire to contribute more to the department as well as personal growth and development. Specific training which provides additional information and skills related to court processes and training related to improved efficiency of office software programs are preferred. All training opportunities should be attended in their entirety and accompanied by certificates of completion where applicable. Performance indicators accompanying this core value include; constant improvement in the performance of duties, initiative, evidence of completion and the display of new skills, the acquisition and display of increased knowledge as well as the maturation of management style and professional behavior.

PROFESSIONALISM

As with all positions employed by the Town, professionalism is to be displayed on and off duty and employees are to be conscious of their responsibility as representatives of the Town. The same elevated expectations for professional behavior accompany this position as any other administrative position in the organization. Knowledge of court profession expressed in standards, practices, rules, regulations and laws are critical and basic to operating a professional court and should be clearly evident in the performance of duties. Similarly, behavioral expectations are clear and understood to be set at the highest level possible with no margin for error. Professionalism is expressed in performance via: knowledge, behavior, consistency, commitment, skills and passion for the work to be done.

STRATEGIES AND FOCUSES

PROCESS

1. Processes citations and prepares docket jackets within two business days of receipt.
2. Processes all mail received by the Municipal Court within two business days of receipt.
3. Ensure timely and accurate organization of all court records.
4. Assists Court Clerk, department heads and employees with routine administrative matters/details, such as providing front counter relief for breaks, lunches and meetings, responds to requests or inquiries from the public and other departments, and coordinates and prepares for special projects and events

FINANCIAL

1. Correctly and timely receipts in all court payments including fines and refunds.
2. Manage warrant and collection agencies activities and reports results. Notifies collection agency and OMNIBase Services of fine/fee payment within one business day of the date payment is received in full.

CUSTOMER

1. Exhibits Core Values of Service, Integrity, Leadership, Teamwork, Communication, Continuous Improvement and Professionalism to the public and department visitors
2. Communicates court processes in a manner that reflects dignity, respect and a genuine need to serve others
3. Serves the attorneys and judges and other non-court personnel in a friendly and helpful manner
4. Assists defendants with questions regarding court processes without providing legal advice

5. Assists other customers with basic questions regarding building permits, alarm permits and general processes.

LEARNING

1. Demonstrate excellent knowledge and application of English grammar, punctuation, syntax, spelling, and mathematical skills
2. Observes administrative processes related to municipal court services and administrative duties and makes suggestions/recommendations for improvement