



City of Phoenix

BAILIFF ASSIGN: LEAD

JOB CODE: 10511

Effective Date: 10/12

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to provide assistance to the Judges and Hearing Officers in the courtroom by performing court-related clerical work and coordinating the flow of court cases and hearings. Work includes preparing courtrooms, assuring that all essential parties and materials are present, recording actions into a computer system, securing evidence, informing customers of procedures to be followed, sequestering juries, and performing duties according to established court procedures. Job duties follow established routines, but unusual cases require the application of judgment and discretion. Bailiffs report directly to a Court Supervisor and work daily with a City Judge or Hearing Officer.

DISTINGUISHING FEATURES OF THE LEAD ASSIGNMENT:

The fundamental reason a Lead Assignment exists is to assist in supervising other employees. This lead work is in addition to the regular duties as described in the base classification job description.

While the duties of Lead positions can vary by department and work group, some examples of Lead responsibilities include:

- Training new and current employees.
- Assigning, reviewing, and approving work.
- Handling the more complex and technical problems and customer inquiries in the work unit.
- Supervising a work unit whenever the regular supervisor is absent.
- Completing various activity statistical reports, budget monitoring, and/or other special projects.
- Ensuring that department management is informed of critical issues or other emergencies.
- Providing input on employee performance evaluations and disciplinary actions.
- Handling the day-to-day scheduling of employee breaks, work periods, and coverage of work stations or public counters.



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- Ensures work is performed in compliance with section/division/department standards and established deadlines.
- Depending on staff assignment may perform other duties and tasks.

ESSENTIAL FUNCTIONS:

- Schedules court dates, prepares court date notices, and assists in case load leveling for the courtrooms;
- Prepares courtroom for scheduled hearings;
- Ensures courtroom is stocked with necessary supplies and that all equipment (including sound, recording, call, and duress system equipment) is operating properly;
- Obtains court files for customers appearing in Court and makes copies of needed material;
- Communicates and enforces courtroom rules and judicial preferences to maintain courtroom etiquette and decorum;
- Ensures paperwork, case files, and the court's case management computer system are complete and accurate according to judicial orders;
- Informs customers of further actions needed and explains procedures; Prepares and maintains dockets for court sessions;
- Responds to customers' inquiries and determines the appropriate court area for problem resolution;
- Uses court resources systems to perform assigned job duties and assist internal and external customers;
- Monitors PDC (Pre-trial Disposition Conference) settings;
- Compiles statistical information;
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Customer service principles and techniques.
- Municipal Court procedures.
- Legal and Court terminology.

Ability to:



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- Communicate orally, in a professional and courteous manner, with internal and external customers in face-to-face one-to-one settings, using a telephone or in group settings.
- Understand and follow oral and written instructions.
- Work cooperatively with other City employees, defendants, and the public, often under stressful conditions.
- Work independently with minimal supervision.
- Operate a computer terminal or other keyboard device to enter or retrieve information.
- Operate a variety of standard office equipment requiring continuous or repetitive arm-hand movements (i.e., computer keyboard, or calculator).
- Learn job-related material primarily through oral instruction and observation. This learning takes place mainly in an on-the-job training setting.
- Work safely without presenting a direct threat to self or others.

Additional Requirements:

- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

Two years of experience performing court or law office-related clerical tasks. Other combinations of experience and education that meet the minimum requirements may be substituted.