



City of Phoenix COURT/LEGAL CLERK I

JOB CODE 00510

Effective Date: Rev. 11/07

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to perform a variety of entry-level clerical tasks in the Municipal Court, Law Department, and Public Defender's Office. This class is responsible for receiving incoming mail, answering the telephone, filing, entering complaint information into a data base, court records, and/or legal case files and retrieving information from same, creating new case files, and answering questions from the public in person, by mail, or by telephone. Once trained, incumbents are expected to provide appropriate assistance for most requests. The most difficult problems are referred to a Court/Legal Clerk III, Court Supervisor, or other designated employee. Work is reviewed or monitored frequently until the incumbent is proficient. Work is performed under the general supervision of a Court/Legal Clerk III, Court Supervisor, or other supervisor.

ESSENTIAL FUNCTIONS:

- Answers questions from the public regarding the status of cases, complaints, or warrants;
- Obtains information on complaints and warrants and enters information relative to warrants, court schedules, and fine payments to update a database;
- Locates and retrieves complaints, warrants, and appropriate files to provide information to the public and other City staff;
- Processes paperwork in accordance with established procedures;
- Sorts, separates, arranges, files (alphabetically and numerically), and/or distributes court or legal documents;
- Documents complaints, motions, court records, and case files;
- Enters appropriate information on complaints, motions, subpoenas, and in court records and legal case files;
- Compiles and maintains statistical information;
- Directs and/or escorts the public to courtrooms and other court supported activities;
- Accepts payments of fees and fines, returns appropriate change, and issues receipts to citizens;
- Refers individuals to other jurisdictions or offices;
- Prepares and mails form letters providing court dates, fine amounts, and general court information;
- Monitors court proceedings being taped through an audio headset;



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- Logs proceedings, appeals, motions, minute entries, briefs, and notices of the City Prosecutor's Office;
- Delivers court/legal documents from one section to another, to other City departments, and/or to external agencies;
- Prepares complaints, motions, subpoenas, and letters;
- Creates new case files and docket entry sheets;
- Reviews and proofreads files, documents, and other printed materials for completeness and accuracy, and corrects errors or facilitates the correction of errors;
- Requests various City and external agency reports;
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Modern office practices and equipment.
- English and business arithmetic.

Ability to:

- Understand and follow written and oral instructions.
- Learn assigned clerical tasks primarily through oral instruction and observation. This learning takes place mainly in an on-the-job training setting.
- Work cooperatively with employees, defendants, attorneys, victims, and the public, often under stressful circumstances.
- Communicate orally with defendants, attorneys, victims, co-workers, and the public in a tactful and courteous manner, in face-to-face one-to-one settings or using a telephone.
- Operate a variety of standard office equipment requiring continuous or repetitive arm-hand movements such as a keyboard and calculator.
- Operate and maintain court recording equipment.
- File, locate, and retrieve documents that have been filed alphabetically and numerically.
- Operate a computer terminal or other keyboard device to enter and retrieve information.
- Work safely without presenting a direct threat to self or others.
- Make arithmetical calculations with speed and accuracy.
- Lift, pack, and move boxes weighing up to 50 pounds short and long distances.

Additional Requirements:



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- Appointments to positions in the Municipal Court, Law Department, and Public Defender's Office are subject to meeting appropriate background standards.
- Employees who are skilled in a second language may be called upon to use that skill in the routine performance of their duties.
- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment or shift.
- Some positions will require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.

ACCEPTABLE EXPERIENCE AND TRAINING:

One year of clerical or public contact experience. Other combinations of experience and education that meet the minimum requirements may be substituted.