

CITY OF SALEM
COURT OPERATIONS SPECIALIST
flex classification

010

NATURE OF WORK

This is skilled clerical work of moderate difficulty and variety involving court transactions. This is not an entry level classification. Incumbents must become fully proficient in a variety of unrelated office tasks and court procedures within a relatively short orientation period.

Work involves clerical responsibilities of moderate difficulty and variety differing among positions. Where work is repetitive, there is an added degree of responsibility for finality of action. Employees work under close supervision while learning the more difficult phases of work, but thereafter detailed instructions are received only on changes in procedures and on unusually difficult matters. Work of this class may involve the operation of a computer, and other modern office equipment. Assignments may concentrate in the area of accurate data entry of citations, court action, etc., filing, receptionist and customer service, receive and process court payments, compiling information for court reports, balancing a variety of routine financial information, reviewing documents for accuracy and completeness and/or maintaining a variety of technical and correspondence records. Employees of this class may make arithmetic or other checks upon the work of other employees for accuracy and/or assist in training new employees or volunteers, but do not ordinarily provide work direction or contribution to performance appraisals of others. This is not a supervisory classification. Supervision is received in the form of work assignments and general objectives with periodic review of work product and performance.

The work of this classification differs from that of the Office Assistant I - Confidential by absence of the on-going knowledge of collective bargaining issues. This classification differs from the Sr. Court Operations Specialist by the limited scope of responsibility and authority to relieve supervisors of administrative details, process complex court transactions and/or identify and resolve court transaction problems, and schedule court dates and proceedings or schedule jurors on an on-going basis.

An incumbent in this classification may be advanced without further competition to Sr. Court Operations Specialist based on satisfactory performance, recommendation of the supervisor, approval of the Personnel Director, and performance of responsibilities significant to the Sr. Court Operations Specialist classification. (See flex classification procedures for further information.)

ILLUSTRATIVE EXAMPLES OF WORK

(Any single position of a class will not usually involve all of the essential duties listed and many positions will involve essential duties which are not listed.)

Performs a variety of clerical duties involving posting, filing, arithmetical calculations and the review and comparison of forms and citations against an established standards. Receives fine payments and issues receipts, issues various items. Answers routine questions concerning various court policies and procedures

or refers customer to appropriate personnel or agencies.

From rough drafts, transcribing equipment, or instructions, and other materials, frequently requiring some independent discretion.

Provides information to others concerning court procedures or policies to complete a transaction at a counter or reception area or through telephone conversations.

Participates in the maintenance of personnel, payroll, equipment, court, law enforcement, or other records.

Performs other related work as required.

WORK QUALIFICATIONS

Some experience of a general clerical nature (court related work experience is desirable); graduation from high school including or supplemented by courses in commercial subjects; or any equivalent combination of experience and training which provides the following knowledges, skills, and abilities:

Knowledge of business English, spelling, punctuation, and arithmetic.

Knowledge of modern office practices and procedures and contemporary office equipment.

Knowledge of municipal court procedures or the ability to acquire within a six month period after appointment.

Considerable skill in the use of the keyboard, computer, calculator, and transcribing equipment as required in selected positions.

Ability to plan and organize own work for accomplishment and work effectively during changing priorities and interruptions.

Ability to deal tactfully with the public.

Ability to make computations and tabulations with speed and accuracy.

Ability to maintain complex clerical records and compile information for reports from the records.

Ability to make decisions in accordance with regulations and established policies.

Work is performed within an office environment with large volumes of transactions to process, heavy phone and foot traffic and constant interruptions. Work may involve evenings or early morning hours as necessary.

Personnel Director

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