

COURT ASSISTANT, SENIOR

Performs advanced and specialized administrative work for the assigned department. Acts in capacity of lead worker for a group of four to ten Court Assistants. Responsibilities include participating in the hiring process, training staff, making work assignments, approving time-off and payroll actions, providing technical guidance and assistance, and counseling on day-to-day performance matters.

CLASSIFICATION DISTINCTIONS

This is the highest level in the Court Assistant series. Work involves advanced and specialized technical Court Assistant tasks and lead responsibilities. At the Senior level, employees may participate in processes relating to hiring, performance appraisals, and performance management but do not control those processes. The position is distinguished from the next lower level Court Assistant III, by serving either as a lead worker for up to ten Court Assistants or as a technical specialist performing advanced level work requiring specialized knowledge of the department.

KEY OR TYPICAL TASKS AND RESPONSIBILITIES

- Leads the work functions and activities of assigned staff and participates in performing the work of the unit. Participates in the hiring process for new employees and may provide information for or make recommendations regarding performance evaluations and performance management issues.
- Conducts formal and “on the job” training for new employees.
- Provides information and advice to the public, co-workers, or outside agencies concerning routine or established departmental information, specialized subject matter expertise, and/or technical services rendered by the department. Information and advice may be given via telephone, written communication, or in-person.
- Makes recommendations for the development, revision, and implementation of new or improved office procedures and systems.
- Provides day-to-day assistance and guidance.
- Schedules, distributes and assigns work.
- Approves and monitors time off requests and payroll records.
- Counsels employees on performance issues.
- Participates in performance appraisals.
- As an individual contributor, handles the more complex issues and tasks within the work groups.
- Gathers and compiles information and prepares reports and analysis in response to problems or as assigned.
- Provides direct customer service in the more complex service areas.
- Develops and maintains computer databases or manual records systems.
- Uses spreadsheets to track, analyze and report quantitative information.

- Processes forms, applications, service requests and payments.
- Coordinates and organizes meetings, activities and functions; schedules rooms, assures notification of participants, arranges for necessary equipment and supplies.
- Fills in as needed for absent staff.

QUALIFICATIONS

- Two to four years of college or business school training is highly desirable. Two years of specialized expertise in the area of assignment is highly desirable and may be required to be considered for particular openings.
- Three to five years of responsible and advanced administrative support experience including the full range of Court and office support functions; telephone and reception, word processing, spreadsheet and other personal computer applications, filing systems, mail, supplies, budgeting, financial accounting and others.

Knowledge of: principles of effective leadership; department goals and procedures; general office procedures and practices; technical and/or specialized functions, policies and procedures of the work unit; applicable computer applications; and effective business correspondence including spelling, grammar and punctuation.

Ability to: establish and maintain cooperative and effective working relationships with management and staff, as well as the general public served by the department; effectively assign and schedule workloads within the group; maintain departmental objectives and positive employee interaction; make recommendations for improved department service delivery through enhancement of procedures, systems, organizational approaches and record keeping; develop and demonstrate effective customer service techniques; communicate effectively in written form.

Demonstrated ability to make non-routine decisions without immediate supervisory assistance when situations arise that demand action outside the scope of established procedures or policies.

WORKING ENVIRONMENT AND PHYSICAL DEMANDS

Work is performed in an office setting with moderate variations in temperature and noise levels. Environment includes volume and temperament of people encountered in the course of work. Most positions involve a high activity level and pace, competing time demands and some interaction with dissatisfied or angry customers. Light lifting and stamina are standard elements, which can be accommodated if necessary. Essential tasks typically include typing/keyboard skills, phone usage, reading, speaking, and listening.

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Office use: