

Bonner County Job Description



Title: DEPUTY CLERK – CIVIL COURT CLERK I
Department: Court Clerks
Supervisor: Elected County Clerk and Director, Court Operations
Supervision Exercised: None
Wage Grade: Court Clerk I - Trainee
Job Description Revision: 04.20.2018
Number of Vacancies: [for recruitment use]
Open Date: [for recruitment use] **Close Date:** [for recruitment use]

Posting Title	Civil Deputy Clerk I
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General Summary	<p>The Civil Deputy Clerk is a master multi-tasker with excellent communication skills and upbeat attitude. The Civil Deputy Clerk assists management, judges and visitors to the courthouse by handling a variety of tasks, including but not limited to providing quality customer service to the public who are conducting business within the courthouse, processing civil court-related paperwork, collecting fees and accurately entering data into the court management system. The Civil Deputy Clerk will provide polite and professional assistance via phone, mail, e-mail and over-the-counter and is generally a helpful and positive presence in the courthouse.</p> <p>The Civil Deputy Clerk is a clerical position that assists in the successful operation of the Clerk’s office civil division. Work involves the ability to follow detailed written and oral instruction in processing court-related documents and to be professional, polite and attentive while also being accurate. The Civil Deputy Clerk shall always be prepared and responsive, willing to meet each challenge directly. The Civil Deputy Clerk must be comfortable with computers, general office tasks, customer service and excel at both verbal and written communication. Most importantly, the Civil Deputy Clerk should have a genuine desire to meet the needs of others.</p> <p>The Civil Deputy Clerk position is typically performed in an office environment that has intermittent high stress due to deadlines and heavy public foot-traffic and phone calls. The Civil Deputy Clerk is able to tactfully and professionally handle customers in an emotional or agitated state.</p> <p>This position starts as a Court Clerk I, with promotion to Court Clerk II upon completion of orientation training period.</p>
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<p>Essential Functions</p>	<p>The essential functions of the Civil Deputy Clerk position include, but are not limited to the following duties and responsibilities:</p> <ol style="list-style-type: none"> 1. Provide excellent customer service to the public over-the-counter, via phone, mail or e-mail. Maintain neutrality and confidentiality in communications with customers. Discussions shall be kept within the scope of the business being conducted. The Civil Deputy Clerk shall not give legal advice or provide personal opinion or hope of outcome for the customer, in order to maintain the Court's commitment to procedural fairness. 2. Work independently, following written and verbal instructions to accurately process all civil court-related documentation. Accurately enter data into the Court's case management system. Work collaboratively with co-workers to enhance the efficiency of the Clerk's office and to process documents within established time-frames. 3. Learn all aspects of the Court's civil processes that relate to District civil, Magistrate civil, family law, mental and probate cases, guardian and conservatorships, name changes and evictions, including processing all documentation, collecting court fees, filling public records requests and assisting the public who have business within the Clerk's office as relate to all civil matters. 4. Work closely with management, in-court clerks, administrative assistants, bailiffs and judges in order to accurately and efficiently process case file documentation. Communicate with other agencies such as the sheriff's office, attorneys' offices or any other internal or external agency, as may be necessary, in a professional manner to facilitate the accurate and efficient processing of court-related business. 5. Perform all other duties as assigned by Supervisors, Director or Clerk of the Court.
<p>Secondary Functions</p>	<ol style="list-style-type: none"> 1. Occasionally assists during elections as directed by the Clerk of the Court. 2. Sorts and processes department mail. 3. Trains co-workers or new staff as needed. 4. Travels from time to time within the local area as may be necessary. 5. Performs minor maintenance functions for the office copier, time clock, and other general office equipment by ensuring that proper materials are in place and performing basic troubleshooting functions as needed.
<p>Specifications</p>	<ol style="list-style-type: none"> 1. Maintain confidentiality in all matters relating to the business of the courthouse. Keep confidential all communications, documents and data collected as a result of case filings.

	<ol style="list-style-type: none"> 2. Considerable knowledge of Business English, spelling, arithmetic and vocabulary skills. High school diploma required with additional post-high school training courses. 3. Possess a minimum of two year experience in an office setting or related field. This experience is necessary to gain a good understanding of the required functions in order to work under moderate supervision. 4. Working knowledge of municipal operations and organizations; or the ability to acquire such knowledge in a relatively short period of time. 5. Ability to work with independence to accomplish assigned duties and tasks. 6. Perform responsible clerical tasks with high degree of thoroughness and accuracy. Perform math calculations beyond the basic skills. Will regularly have to figure percentages, fractions and determine decimal places. 7. Current drivers' license valid in the State of Idaho preferred. 8. Ability to multi-task and maintain composure with a number of incoming telephone lines, high volume walk-in customer traffic, and ability to handle occasional challenging situations with the general public in a professional and tactfully is a must. 9. Considerable knowledge of modern office practices and procedures. Skillful operation of standard office equipment (facsimile, copiers, printers and etc.) Ability to type proficiently at or about 50 wpm using standard keyboards and personal computers. Must possess good file maintenance skills and legible handwriting. 10. Considerable grammar skills as used in the composing and proofreading of documents, memos, and other correspondence. Ability to communicate effectively, both orally and in writing. 11. Ability to establish and maintain effective working relationships with other employees and the general public.
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Working Conditions	Have the ability to perform physical activities necessary to complete the essential functions of a Civil Deputy Clerk either with or without reasonable accommodation. Requires excellent communication skills; frequent handling of documents, grasping, walking, and repetitive motions. Ability to bend, squat, climb stairs and ladders.
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Disclaimer	This job description is not an employment agreement or contract and management reserves the right to modify when necessary per Bonner County policy.
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I have reviewed and agree this Job Description accurately reflect the current responsibilities of my position. I also acknowledge that it will be placed in my Personnel File.

Signature: _____ Date: _____

Please Print Name: _____