



Seattle Municipal Court



Court Clerk Supervisor – 2018-01524

SALARY:	\$27.63 - \$32.17 Hourly
LOCATION:	Seattle Justice Center, 600 5th Ave., Seattle, Washington
JOB TYPE:	Classified Civil Service, Regular, Full-Time
SHIFT:	Day
DEPARTMENT:	Seattle Municipal Court
BARGAINING UNIT:	Teamsters, Local 763 - Municipal Court
CLOSING DATE	11/13/18 04:00 PM Pacific Time

POSITION DESCRIPTION:

The [City of Seattle's Municipal Court \(SMC\)](http://www.seattle.gov/courts/) is one of the highest volume Courts of Limited Jurisdiction in the state with 7 elected Judges, 6 appointed Magistrates, and over 200 staff. The Court adjudicates misdemeanor and gross misdemeanor crimes, infractions, and civil violations. SMC is a highly innovative and progressive court with a community-based approach to judicial administration. For more information, visit us online: <http://www.seattle.gov/courts/>

Court Clerks work within Judicial Operations, which includes all courtroom clerks, jury operations and court records. They play a critical role in the courtroom and prepare the official record of all courtroom sessions through SMC's electronic case filing system and audio recordings. They work closely as a team with our judges, magistrates, bailiffs, defense attorneys, prosecuting attorneys, interpreters and other criminal justice partners. This is an exciting time to join the court as we work to develop a new case management system to help the court become even more innovative and efficient.

Under the general direction of the Judicial Operations Manager, the Court Clerk Supervisors train, monitor, evaluate, coach and assist the Court Clerks and Administrative Specialists in the execution of their duties. They schedule employees to cover all required work duties. Through the successful supervision, the court maintains an accurate and complete of all court proceedings and court files are also accurate and complete. Due to the number of staff under supervision, the number of cases heard daily and the high attention to detail required, the supervisor is a position with a great deal of responsibility placed on it, and is critical to the success of the department.

We are currently accepting applications from qualified candidates who are interested in working as a Court Clerk Supervisor. The ideal candidate:

- Has strong leadership and interpersonal skills;
- Has experience supervising employees in a court, legal environment, or similar;
- Is an active listener with good communication skills;
- Has an aptitude for learning new systems;
- Excels in drafting policies and procedures;
- Is skilled in measuring/monitoring employee productivity and performance.

JOB RESPONSIBILITIES:

- Supervise, coordinate, organize, plan and direct daily activities of the Court Clerks and Administrative Specialist.
- Work with the Judicial Manager to establish goals, priorities and work standards.
- Evaluate employee performance through direct observation, review work product for both productivity and quality, provides input on performance reviews, and refers disciplinary matters to Judicial Operations Manager.
- Maintain and track hearing loads and overall management of caseload matters.
- Monitors daily calendar loads to ensure courtrooms are appropriately staffed.
- Conducts research on judicial activities, assists the Chief Clerk/Director of Judicial Operations in courtroom workload analysis, and prepares statistical and other reports for judges.
- Oversee training new employees and for Judicial Operations staff on new processes and procedures and providing updates on new legislation, rule changes, or organizational changes, etc.
- Assist staff and customers with difficult situations and processes; facilitate resolution to conflicts with staff and/or customers, deals with and resolves problems from upset and angry customers.
- Review, analyze, and revise work assignments and procedures to increase the efficiency of the work unit
- Supervise out-of-court functions of the Court Clerk such as: preparing court calendars, locating paperwork, responding to emails and other correspondence, filing, and managing digital record and logs.
- Partner with Court IT on modifications and enhancements to the Court's in-house database system, MCIS, and courtroom's electronic record.
- Perform duties of employees as necessary including courtroom clerk coverage.
- Establish employee performance standards; monitor, evaluate and document work performance and quality of service. Provide routine feedback to employees regarding their performance and productivity, including annual formal performance evaluations.
- Prepare work schedules. Approve leave requests and time sheets.
- Determine training and development plans for employees.
- Develop, revise and implement operating policies and procedures.
- Resolve issues and/or complaints from staff and court customers.
- Advise and assist employees with challenging issues.
- Perform higher level functions in the Court's case management system (MCIS).
- Interpret general laws, policies, procedures and other Court related records.
- Establish and maintain effective working relationships with management, direct reports and customers.
- Play a dual role as the Court Clerk Supervisor and the Assistant TAC (Technical Administration Coordinator) for SMC to ensure the integrity of the process for the following:
 - Validate No Contact and Anti-Harassment Orders Monitor/maintain appropriate certification for staff.
 - Facilitate training to staff on new policies/procedures as they arise to remain in compliance with WSP/FBI
 - Establish and maintain strong working relationships

MINIMUM QUALIFICATIONS

1+ year of experience as a Court Clerk or other similarly related experience (or a combination of education, training, and/or experience, which provides evidence of the ability to perform the work of the class).

DESIRED QUALIFICATIONS

- Bachelor's degree in Criminal Justice, Pre-law, Political Science, or related field of study.
- 3+ years of Criminal Courtroom Clerk experience maintaining court records.
- 1+ year of supervisory or lead worker experience.
- Supervisory or management training or education.
- Proficient navigating and entering information into MCIS.
- Demonstrated ability to establish and maintain effective working relationships with Judges, Court employees, Criminal Justice Partners, and the public.
- Demonstrated ability to:
 - Use Word, Excel and database computer programs with intermediate to advanced proficiency.
 - Exercise discretion, maintain confidentiality, and interact tactfully with a diverse group of people (judges, attorneys, defendants, court personnel, outside agencies and the public).
 - Multi-task accurately, independently and calmly under stress and pressure.
 - Maintain flexibility and professionalism when fulfilling responsibilities for all assigned courtrooms and calendars.

HIRING PROCESS

Direct link to apply:

<https://www.governmentjobs.com/careers/seattle/jobs/2248199/court-clerk-supervisor>

Applications are reviewed after the posting closes. Qualified candidates must submit the following to be considered.

1. Completed NEOGOV online application.
2. Supplemental questionnaire responses.
3. Cover letter describing how your skills and experience align with the stated job responsibilities and qualifications.
4. Current resume indicating relevant experience and education.

Your application will not be reviewed if these items are missing or incomplete. By completing the supplemental questions, you are attesting that the information you have provided is true and accurate. The Court will review any information provided in your application package and misstatements or falsification of information will eliminate you from consideration and/or employment if discovered after selection for the position.

Attaching or pasting a cover letter and resume alone is not a substitute for completing the application itself. Only those applicants selected for an interview will be contacted.

A job offer is contingent upon successfully passing the court's background check. The background check includes a criminal history background review, fingerprinting and reference checks. This position is represented by the Teamsters 763 union.

The selected candidate must complete a one-year probationary period.

The Court may consider applicants from this recruitment process for other part-time, temporary and full-time Court Clerk Supervisor openings that may come available within the next six months.

APPLICATIONS MAY BE FILED ONLINE AT:
Job #2018-01524

<http://www.seattle.gov/jobs>
COURT CLERK SUPERVISOR
CY

If you are having technical difficulties, please contact: Careers@seattle.gov

Who May Apply: This position is open to all candidates that meet the minimum qualifications. The City of Seattle values diverse perspectives and life experiences. Applicants will be considered regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, or gender identity. The Department encourages people of all backgrounds to apply, including people of color, immigrants, refugees, women, LGBTQ people, people with disabilities, veterans and those with diverse life experiences.

Accommodations for people with disabilities are provided on request.

The City is a Drug Free Workplace.

Court Clerk Supervisor Supplemental Questionnaire

Answers to the following questions will help us determine whether candidates meet the minimum requirements of the position. Indicating "see resume" or "see application" are not sufficient responses to the supplemental questions.

A cover letter and resume are both required documents. Missing one or both attachments will flag your submission as incomplete. Did you attach a cover letter and resume?

Do you have the equivalent of one year of experience as a court clerk?

Select the best answer to describe your years of experience as a Court Clerk.

- No experience
- Between 1 and 12 months
- Between 1 and 2.5 years
- Between 3 and 5 years

For your experience that most closely matches this position, please provide the following:

- 1.) Job title:
- 2.) How many months worked in that title:
- 3.) Name of employer:
- 4.) Why you left that position:
- 5.) Did you list this position on your application and resume with your duties defined?

Of the below listed desired qualifications, please select the one(s) you have demonstrated in your prior work experience (select all that apply).

- Bachelor's degree in Criminal Justice, Pre-law, Political Science, or related field of study.
- 3+ years of Criminal Courtroom Clerk experience maintaining court records.
- 1+ year of supervisory or lead worker experience.
- Supervisory or management training or education.
- Proficient navigating and entering information into MCIS.
- Demonstrated ability to establish and maintain effective working relationships with Judges, Court employees, Criminal Justice Partners, and the public.
- Intermediate to advanced capabilities in MS Word, Excel and database navigation and entry.
- Demonstrated ability to exercise discretion, maintain confidentiality, and interact tactfully with a diverse group of people (judges, attorneys, defendants, court personnel, outside agencies and the public).
- Ability to multi-task accurately, independently and calmly under stress and pressure.
- Ability to maintain flexibility and professionalism when fulfilling responsibilities for all assigned courtrooms and calendars.

Please indicate your highest level of education:

- High School Diploma/GED
- Some College
- Associate's Degree
- Bachelor's Degree
- Master's Degree or higher

Have you ever worked in a legal environment? For this question, legal environment is defined as a court, an attorney's office, or a law firm.

A successful Court Clerk Supervisor possesses certain core competencies. Please describe what you think they are and how you meet them.

Which type of court have you worked for?

Select the best answer to describe your years of experience as a supervisor or lead worker.

- No Experience
- Between 1 and 12 months
- Between 1 and 2.5 years
- Between 3 and 5 years

Please indicate the number of employees you lead or supervised (numeric value only).