

CITY OF CHATTANOOGA

Classification Specification Title: Court Operations Assistant

Department: Finance

Pay Grade: GS.03

Supervision Received From: Dep. City Court Clerk

FLSA Status: Non-Exempt

Supervisory Responsibility For: None

Established: 6/29/07

Revision Dates: 4/1/25;

8/27/24; 10/20/23

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for performing a variety of routine clerical activities in support of court operations. Duties include answering phones, performing cashiering duties, processing daily mail, performing data entry for citations, preparing court paperwork, suspending/reinstating drivers' licenses, preparing and monitoring payment plans, processing checks and refunds, providing customer service and pulling warrants and tickets. Work requires close supervision (although most tasks are so routine that little supervision is required).

SERIES LEVEL:

The Court Operations Assistant is the first level of a five-level court operations series.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Provides customer service to individuals over the phone, via e-mail and in person. Enters a variety of information into applicable databases, utilizing established guidelines and procedures.

Prepares and distributes dockets to applicable internal and external individuals.

Monitors on-going case files which includes identifying appropriate forms to be completed or received; monitoring case status; preparing warrants; tracking tickler file and/or performing other related activities.

Receives and processes court payments.

Performs various clerical duties, utilizing standard office equipment to include screening incoming calls; taking and transmitting messages; opening and distributing mail; filing; making photocopies; performing data entry; typing and word processing.

Provides back-up support to Judge by preparing and processing Judge's tray which includes pulling warrants and tickets; preparing court action sheets; ensuring tray is provided to the Judge in a timely manner; entering dispositions and sending letters to defendants when the tray returns from the Judge and/or performing other related activities.

Processes financial payments utilizing established guidelines and procedures which includes insufficient fund checks and refunds for overpayments and dismissed cases; entering information into applicable databases; preparing related warrant vouchers and/or performing other related activities.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

High School Diploma or GED and six (6) months customer service experience.

LICENSING AND CERTIFICATIONS:

Ability to obtain Tennessee Bureau of Investigation TIES/NCIC/NLETS Operator Certification within six months of hire.

KNOWLEDGE AND SKILLS:

Knowledge of customer service principles and practices; cash handling procedures; basic mathematical concepts; filing practices; modern office equipment and cashiering techniques. Skill in providing customer service; handling cash; processing payments; keyboarding; performing routine mathematical calculations; filing; using a computer and related software applications; handling multiple tasks simultaneously and establishing and maintaining effective working relationships with other employees and those contacted in the course of the work.

PHYSICAL DEMANDS:

Positions in this class typically require reaching, fingering, grasping, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT:

Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.