

CITY OF CHATTANOOGA

Classification Specification Title: Court Operations Technician 2

Department: Finance

Pay Grade: GS.05

Supervision Received From: Deputy 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 serving as a floor supervisor for the Clerk's Office. Duties include providing assistance to court clerk staff, assigning and monitoring duties, performing problem resolution and assistance, ensuring audit trails, initiating and running daily batches, posting credit card payments, serving as an alternate Terminal Agency Coordinator, preparing warrant vouchers on appeal bonds and entering abated by death warrants. Work is performed with moderate supervision.

SERIES LEVEL:

The Court Operations Technician 2 is the third 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.)

Serves as a lead to lower level court operations staff to include assigning and monitoring work, training staff on work methods and procedures and providing direction.

Responds to, investigates and resolves a variety of routine to complex inquiries, concerns, complaints and/or issues from both internal and external customers and employees.

Receives and reviews a variety of court documents to ensure accuracy and completeness of information. Initiates the processing of court documents following established guidelines and procedures. Initiates, updates and runs a variety of court related information and reports which may include warrant information; payment and collection data; issued tickets; default judgment cases; failure to appear warrants; warrant vouchers; courtroom dockets; abated death warrants; expungements; outstanding warrants and/or other related information.

Conducts research for a variety of internal and/or external customers related to court records and/or information.

Disseminates requested information to applicable individuals. 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.

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

May serve as the alternate Terminal Agency Coordinator which includes ensuring employee certifications are current; issuing testing manuals; setting testing dates; attending on-going training sessions; conducting criminal background checks and/or performing other related activities.

Participates in/on a variety of meetings and/or committees to receive and/or convey information related to court operations.

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 three (3) years progressively responsible court operations experience or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS:

Ability to obtain Tennessee Bureau of Investigation TIES/NCIC/NLETS Operator Certification within six (6) months of hire.

KNOWLEDGE AND SKILLS:

Knowledge of court operations, procedures and processes; report preparation principles; customer service principles and practices; cash handling procedures; basic mathematical concepts; filing practices; modern office equipment and cashiering techniques.

Skill in prioritizing and assigning work; preparing and disseminating a variety of court-related reports; preparing and processing specialized court documents; 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, standing, lifting, 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.