

# ARIZONA SUPERIOR COURT IN PIMA COUNTY

## Pima County Juvenile Court

### Job Description

**Job Title:** CASA Support Specialist

**Job Code:** 8515

**Pay Grade:** 35

**FLSA Status:** Non-exempt



### **PURPOSE OF CLASSIFICATION:**

Serves as administrative assistant to the Court Appointed Special Advocate (CASA) Program Supervisor and provides guidance and general oversight for CASA program support staff in performing daily operations essential to the administrative functions of the CASA program.

### **ESSENTIAL FUNCTIONS:**

- Serves as primary support for program supervisor, including assisting with special assignments and handling sensitive issues with a high degree of confidentiality.
- Assists the program supervisor in organizing, planning, prioritizing and monitoring of support staff activities to ensure effective, efficient, and timely completion of administrative tasks.
- Provides customer service, expeditiously and professionally, to all parties related to or inquiring about the CASA program. Establishes priorities, meets deadlines, and makes appropriate recommendations for operational improvements as related to administrative support.
- Compiles statistical data, prepares periodic and special reports, coordinates timely completion and submission of reports in accordance with Pima County Juvenile Court (PCJCC), Administration of the Court (AOC), and Arizona CASA program policies.
- Assists the supervisor to assure CASA program compliance with juvenile court, AOC, and State of Arizona CASA program policies and procedures, including annual assessments, CASA recertification, polygraph completion, and training requirements.
- Identifies and resolves routine operational issues pertinent to support staff functions, such as any issue that may arise regarding fingerprinting potential CASA Coordinators, processing court orders, or generating operational reports. Identifies processes and/or tasks that are not as effective and efficient and helps to determine a solution or addresses the issue.
- Coordinates work activities with other units and divisions, such as frequently gathering statistical information from other divisions, distributing case information to and from judicial administrative assistants, and coordinating various events with probation and other divisions.
- Assists program supervisor in implementing quality assurance and compliance file reviews.

- Establishes and maintains CASA program physical and computer-based filing systems. Ensures proper archiving and destruction of CASA program files and records pursuant to policy.
- Attends and participates in staff meetings regularly and also participates in various CASA program activities as required. Activities include program outreach, community education, training sessions, and other events, and the work performed includes helping with registration, logistics, information center, and miscellaneous duties as required.

**ADDITIONAL RESPONSIBILITIES/DUTIES**

- Serves as administrative support liaison to State of Arizona CASA Program and the AOC on behalf of Juvenile Court in Pima County.
- Assists program supervisor in training new support staff and CASA Coordinators.
- Performs related duties and projects as assigned.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Must have knowledge and understanding of court organization and structure, operations, rules, procedures, public sector organization and operational functions, office procedures and practices.
- Must have knowledge of business English, grammar, punctuation, spelling, a strong mathematical aptitude, data entry, and problem solving skills.
- Must have knowledge of Microsoft Office software such as Word, Outlook, Excel and Power point.
- Must have the skills to prioritize, organize documents and file, conduct research, compile data, write reports and maintain confidential files.
- Must have the skills to operate office equipment such as photocopier, facsimile machine, calculator, overhead projectors and desktop computer.
- Must have the ability to communicate effectively with a wide variety of court employees, vendors, and representatives from external agencies and the general public.

**MINIMUM REQUIREMENTS:**

High school diploma or equivalent G.E.D. certificate and three years of progressively responsible administrative support and clerical work experience. OR any equivalent combination of experience, training and/ or education approved by Human Resources. Related work experience includes office management, data entry, paralegal or legal secretary, or clerical experience in a child welfare, social service, or juvenile justice agency.

**LICENSES AND CERTIFICATES:**

None required.

**PHYSICAL DEMANDS/WORKING CONDITIONS:**

Typically performs duties in an office environment and may lift materials and/or equipment of up to 20 pounds.

**DISTINGUISHING CHARACTERISTICS:**

This is a classified position that reports to the CASA Program Supervisor. The incumbent performs duties under general supervision and provides work direction and guidance to other support staff. The incumbent has no supervisory responsibilities.

Date: 10/23/06  
Revised: 04/14/09