

# ARIZONA SUPERIOR COURT IN PIMA COUNTY

## Pima County Juvenile Court

### Job Description

**Job Title:** Child/Family Support Specialist  
**Job Code:** 8516  
**Pay Grade:** 35  
**FLSA Status:** Non-exempt



### **PURPOSE OF CLASSIFICATION:**

Perform duties which include the preparation and distribution of legal documents, scheduling of court hearings, alternative dispute resolution sessions and self-referrals on behalf of the court mediators. Perform administrative and clerical duties in support of the Mediation Unit within the Children and Family Services Division (CFSD).

### **ESSENTIAL FUNCTIONS:**

- Prepares the court mediators' offices daily and posts calendars to provide case reference materials for all parties in the session.
- Gathers confidential information, prepares legal documents, types legal forms, depositions, and correspondence and ensures legal requirements and deadlines are met in support of the court mediators.
- Searches for, retrieves, and provides information on case disposition to concerned parties using both manual and automated systems and determines further action as required.
- Reviews case files to insure completeness of records and contacts appropriate agencies or parties to verify information and obtain missing documents.
- Monitors cases for time sensitive information to prepare legal documents and correspondence to ensure legal requirements and deadlines are met at the opening and closing of cases.
- Creates and maintains new records and client files and inputs/retrieves information using computer systems.
- Processes motions for continuance, suspension, or dismissal through the court system.
- Performs research and case file reviews, when necessary to respond to inquiries from clients, attorneys, management, and/or division staff regarding legal references, calendar events, status of services, and/or solving problems.
- Reviews received materials, such as forms and minute entries for completeness and accuracy.
- Participates heavily in the coordination of scheduling, both on the calendar and the JOLTS system, and coordinates work activities with other sections or divisions.
- Responds to telephone requests from the judges to establish calendar appointments, vacate alternative dispute resolution sessions, reschedule cases, and schedules mediators to facilitate sessions.
  
- Greets clients, and attorneys who come to the office, responds to questions, and responds

to incoming telephone calls from clients, the legal community, agencies, court staff, and the public.

- Coordinates the scheduling of language interpreters, as needed.
- Delivers and retrieves court documents and related files at various court locations, as well as locates attorneys in the court on behalf of the mediators for session and signatures.
- Provides administrative support to the class “What is a Dependency?” by registering and scheduling clients for education sessions, organizing class materials, preparing certificates of completion, and data entering class participation into files.
- May assist the Mediator in mediation sessions and demonstrates sensitivity to diverse family dynamics.
- Compiles statistical data related to unit operations and prepares routine periodic and special reports.
- Transcribes dictation and prepares legal types of reports and correspondence.

#### **ADDITIONAL RESPONSIBILITIES/DUTIES**

- Indexes, classifies, codes, files, and purges records, reports, and various documents as required.
- Assists in the general upkeep of the office appearance, and reports maintenance related issues to the office supervisor.
- Performs other related work duties and projects as assigned.

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Must have knowledge of principles and practices of working in a professional office environment.
- Must have knowledge of Microsoft Office software to include Word, Outlook, and Excel.
- Must have knowledge of business English and the accurate use of grammar, punctuation, and spelling.
- Must have skills in data entry, preparing correspondence, proofreading and editing documents, filing and purging documents, setting priorities for assigned work, and time management skills.
- Must have the skills to operate a desktop computer, facsimile machine, calculator, and photocopier.
- Must have the ability to exercise good judgment and professionalism when interacting with clients, and judges, and make decisions that has an effect on the completion of cases.
- Must have the ability to communicate effectively with a wide variety of court employees, judges, judicial staff, court management, clients, community agencies, and the general public.

#### **MINIMUM REQUIREMENTS:**

A High School diploma or equivalent G.E.D certificate, and three years of administrative support/clerical work experience. OR any equivalent combination of experience, training, and/or education approved by Human Resources.

Preference will be given to candidates with prior work experience in a court setting, legal setting such as an attorney's office, or work experience with legal documents.

**LICENSES AND CERTIFICATES:**

None required.

**PHYSICAL DEMANDS/WORKING CONDITIONS:**

Typically performs duties in an office environment and may lift material and/or equipment 20 pounds or less.

**DISTINGUISHING CHARACTERISTICS:**

This is a classified position that reports to the Office Supervisor, Mediation Unit. The incumbent performs duties under general supervision and has no supervisory responsibilities.

Date: 07/16/12

Revised:

Approved by:

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Hiring Authority

\_\_\_\_\_  
Date

\_\_\_\_\_  
Director, Human Resources

\_\_\_\_\_  
Date