

ARIZONA SUPERIOR COURT IN PIMA COUNTY

Pima County Juvenile Court

Job Description

Job Title: Office Support Clerk
Job Code: 8157
Pay Grade: 34
FLSA Status: Non-exempt



PURPOSE OF CLASSIFICATION:

This classification performs generalized clerical and/or secretarial tasks of routine difficulty and interacts with the general public. Processes, maintains and distributes information and files to internal and external parties.

ESSENTIAL FUNCTIONS:

- Contacts families by telephone to provide information regarding court dates, appointment, or other information as directed.
- Responds to public and staff inquiries concerning work unit procedures, policies, activities and services, and researches information as needed.
- Receives visitors and telephone calls, determines nature of business, and refers to the appropriate division, section or individual.
- Performs related duties by using the Court computer to assist the public regarding upcoming Court hearings, etc.
- Operates a variety of office machines such as computer terminals and personal computers, facsimile machines, photocopiers and calculators.
- Prepares packets of information to be distributed to various agencies.
- Sorts, screens and directs incoming mail and responds in writing to routine correspondence.
- Prepares and types routine correspondence, reports, memoranda and various forms, form letters, lists and envelopes.
- Establishes and maintains routine and complex filing systems within the work unit.
- Indexes, classifies, codes and files records, reports, and various documents.

ADDITIONAL RESPONSIBILITIES/DUTIES

- Performs related duties and projects as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Must have knowledge of general office procedures in a professional office environment, record filing practices, record keeping and retention practices.
- Must have knowledge of business English and the accurate use of punctuation, grammar and spelling.

- Must have skill in typing forms, documents, correspondence, and setting priorities in the processing of documents.
- Must have skills to use office equipment including desktop computer with Microsoft office software, facsimile machine, photocopier, and a calculator.
- Must have clerical skills including proofreading, data entry, typing and editing documents, filing, and purging documents.
- Must have the ability to communicate effectively with office staff, other court and county employees and the public.

MINIMUM REQUIREMENTS:

A High School diploma or equivalent G.E.D. certificate and one year of clerical experience performing such tasks as typing, filing, working with computers in data entry and/or word processing, reception, message and mail delivery, cashiering, bookkeeping and using various office equipment. OR any equivalent combination of experience, training and/or education approved by Human Resources.

LICENSES AND CERTIFICATES:

None required.

PHYSICAL DEMANDS/WORKING CONDITIONS:

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

DISTINGUISHING CHARACTERISTICS:

This is a classified position that may report to a Supervisor, Manager, or Director level position. This position performs duties under direct supervision and has no supervisory responsibilities.

Date: 11/09/06
Revised: 10/26/07, 6/15/09, 06/08/10; 09/08/13

Approved by:	_____	_____
	Hiring Authority	Date
	_____	_____
	Deputy Director, Human Resources	Date