

BANNOCK COUNTY **CLASS SPECIFICATION**

SIXTH DISTRICT COURT ASSISTANCE OFFICER/DEPUTY CLERK

Department: District Court Clerk
FLSA Designation: Non-Exempt

Pay Grade: 10
Effective Date: 10/04, 08/09

Purpose of Class

Performs paralegal services to self-represented litigants in family law and other civil cases; coordinates district wide court assistance efforts; performs related work as required.

Primary Function

The primary function of an employee in this class is to assist self-represented litigants through the court process and legal system. The Court Assistance Officer does not offer legal advice or represent litigants in court. The Court Assistance Officer first attempts to refer self-represented litigants to available legal services. The Court Assistance Officer answers general questions with regard to the court processes or procedures, legal forms, etc. Due to the nature of the job and extensive contacts with the public, good communication skills are required. The Sixth District Court Assistance Officer is responsible for providing supervision and coordination of the Court Assistance efforts throughout the Sixth Judicial District. The Court Assistance Officer serves as a liaison of the Sixth Judicial District and Bannock County to statewide access to the courts efforts and is responsible for communicating statewide policy to local programs. The work is performed under the general supervision of the Deputy Clerk of the Court/Manager. The principal duties of this class are performed in an office environment.

Essential Duties and Responsibilities (will vary by assignment)

- Develops and assists with implementation of district wide court assistance office policy and procedures;
- Regularly consults with Sixth District Court Assistance Offices to provide support and to ensure compliance with established state and local policy;
- Assesses operational needs and submit budget requests for district wide court assistance projects;
- Reports to the Director of Court Services and Trial Court Administrator regarding status of district wide efforts;
- Assists with training and mentoring of new and existing Court Assistance Officers;
- Makes appropriate referrals for legal services;
- Assists citizens with general questions about specific legal procedures and information;
- Provides citizens with a selection of Idaho Supreme Court-approved legal forms;

- Provides educational material such as videos, brochures, forms or interactive computer programs to assist and educate self-represented litigants in the court process;
- Responds to court related and legal services questions by phone, mail, e-mail, or in person;
- Checks information contained on forms for completeness;
- Provides information on court related processes;
- Maintains logs of services provided;
- Performs all work duties and activities in accordance with County policies, procedures, and safety practices and guidelines provided by Court Assistance Services and the Idaho Supreme Court.

Other Duties and Responsibilities

- Performs other related duties as required.

Competency Requirements

Knowledge of:

- Court related processes, procedures and systems;
- Legal forms and processes;
- Customer service practices and techniques;
- Available programs for legal assistance;
- Principles and practices of court and legal services and legal research;
- Computer software and general applications;
- State statutes and Court guidelines and rules of civil procedure.

Ability to:

- Provide excellent customer service;
- Follow written and oral instructions;
- Analyze specific situations to provide effective and appropriate paralegal services or referrals to legal assistance;
- Refer citizens to appropriate educational material;
- Perform legal research and understand legal terminology, processes and procedures;
- Operate standard office equipment including a personal computer using program applications appropriate to assigned duties;
- Communicate effectively and establish and maintain effective working relationships with the public, customers, legal and court employees, and other employees.

Acceptable Experience and Training

- High school graduate or GED equivalent, supplemented by Associates degree in Paralegal Studies is preferred; and
- Five (5) years experience in a legal environment providing paralegal services, preferably in family law; or
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Special Qualifications

- Paralegal certification may be required;

- Notary Public (ability to obtain) is required.

Essential Physical Abilities

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to discern verbal instructions, use a telephone, and communicate with others;
- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written work instructions and review, evaluate, and prepare and review a variety of written documents, legal forms and other materials;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate standard office equipment and computer systems;
- Sufficient personal flexibility, mobility, strength, and agility, with or without reasonable accommodation, which permits the employee to work in an office environment.