

BANNOCK COUNTY **CLASS SPECIFICATION**

DEPUTY CLERK/OFFICE ASSISTANT

Department: District Court
FLSA Designation: Non-Exempt

Pay Grade: 2
Effective Date: 10/04, 08/09

Purpose of Class

Performs general office and clerical duties; performs related work as required.

Primary Function

The principal function of an employee in this class is to provide general clerical support, file and records maintenance, and answer phones. A Deputy Clerk/Office Assistant must possess clerical and customer service skills; he/she acquires knowledge of Department functions through on-the-job experience and becomes a Department-related specialist with a good working knowledge of Department policies and procedures. The work is performed under the supervision of the Deputy Clerk/Lead Secretary. The principal duties of this class are performed in a general office environment.

Essential Duties and Responsibilities (will vary by assignment)

- Inputs data into central computer system, and processes documents or information in prescribed manner;
- Prepares, distributes, and maintains a variety of documents, files, calendars, correspondence, log sheets, and related documents;
- Maintains files, logs and other records;
- Provides data entry services, faxing, typing, and filing in support of Department functions;
- Assists customers with Department procedures and explains Department procedures/policies/programs to customers and resolves customer concerns;
- Answers incoming phone calls and greets walk-in customers, provides general information to the public, answers questions and inquiries, provides specific information about court times and location, and provides referrals to other Departments or staff as needed;
- Enters file information into the computer tracking network;
- Ensures files are properly closed, coded, and kept or destroyed, following Department and Court policies and procedures;
- Purges outdated files and records and reprints files as needed;
- Performs all work duties and activities in accordance with County and Court policies, procedures, and safety practices.

Other Duties and Responsibilities

- Performs other related duties as required.

Competency Requirements

Knowledge of:

- Operation of standard office equipment, including a personal computer and job-related software applications;
- Current file management methods, procedures, equipment, tools, and objectives;
- Department procedures, policies, and operations as applied to the work performed;
- Customer service procedures, techniques, and objectives;
- English grammar, spelling, punctuation, and composition;
- Current office practices and procedures;
- Court and judicial procedures;
- Legal terminology.

Ability to:

- Use both numeric and alphabetical filing systems;
- Maintain both manual and computerized records;
- Evaluate and analyze customer needs to provide exceptional customer service;
- Learn Department functions thoroughly to provide general information and explain Department processes and procedures;
- Maintain records efficiently and accurately and to prepare clear and concise reports;
- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner;
- Perform duties accurately and efficiently under time-sensitive deadlines;
- Respond courteously to customer inquiries, which are sometimes controversial or adversarial;
- Work well under pressure;
- Follow written and oral instructions;
- Operate standard office equipment and a personal computer including program applications appropriate to assigned duties;
- Establish and maintain effective working relationships with other County employees, supervisory personnel, court personnel, local elected and appointed officials, and the public;
- Communicate effectively both orally and in writing.

Acceptable Experience and Training

- High school diploma or GED equivalency is required;
- Some customer service or clerical experience is preferred; or
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Essential Physical Abilities

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to discern verbal instructions and to communicate effectively on the telephone and in person;

- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written work instructions, prepare and review documents and process them in a prescribed order, and organize documents and materials;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a multi-line telephone system, personal computer, and standard office equipment;
- Sufficient personal mobility, flexibility, agility, and balance, with or without reasonable accommodation, which permits the employee to work in an office environment.