CITY OF SEATTLE

Court Administrative Specialist II (FT)

SALARY:	$22.16 - $24.79 Hourly
LOCATION:	Seattle Justice Center, 600 5th Ave., Seattle, Washington
JOB TYPE:	Classified Civil Service, Regular, Full-Time
SHIFT:	Day
DEPARTMENT:	Municipal Court of Seattle
BARGAINING UNIT:	Teamsters, Local 763 - Municipal Court
CLOSING DATE	09/29/15 04:00 PM Pacific Time

POSITION DESCRIPTION:

At the Seattle Municipal Court, the Honorable C. Kimi Kondo currently serves as the Presiding Judge over 12 judicial officers and 200 staff. The Court adjudicates all misdemeanor and gross misdemeanor crimes, infractions, and civil violations authorized under the Seattle Municipal Code and certain Revised Code of Washington statutes. During 2014, the Court processed approximately 495,000 infractions and approximately 11,000 criminal filings.

We utilize Administrative Specialist IIs in a number of operational units to perform a variety of journey level administrative support functions and interact with diverse groups of individuals that include the public, Court staff, judicial officers, vendors, volunteers, and other City of Seattle employees. The successful candidate will have excellent customer service experience, as well as a proven track record for producing quality work that is reliably accurate and on-time.

From this recruitment process the Court is creating a pool of applicants to consider for FULL-TIME Administrative Specialist II openings at the Court that may come available within the next six months. Operational units include Contact Center, Finance and Facilities, Financial Compliance, Jury Assembly, Interpreter Services, Magistrate Operations, Probation Services, and Records Management.

JOB RESPONSIBILITIES:

The following provides an overview of some key responsibilities an Administrative Specialist II may perform at the Court:

- Access and regularly work with sensitive and highly confidential information
- Deliver quality service both in-person and over the phone to our diverse array of customers in an efficient and professional manner
- Contribute as a strong team player by being trustworthy, respectful, positive, and open to new ideas and collaboration
- Maintain and accurately update court docket and customer information via databases in a timely manner
- Research problems, proactively provide reliable options to resolve issues, and escalate issues as appropriate

- Multi-task by addressing customer needs, answering phones, responding to email requests, and re-organizing priorities
- Train and advise employees on understanding and interpreting operating procedures, laws, ordinances, legal terminology, etc.
- Maintain regular and punctual attendance, and actively participate in meetings and events

QUALIFICATIONS:

REQUIRED QUALIFICATIONS:
You will need to possess the following qualifications (or a combination of education, training, or experience, which provides an equivalent background, required to perform the work of the class):

Two years of clerical support experience (required), which includes proficiency using computers, accurately typing and entering data, effectively communicating with others, providing outstanding customer service, working independently, prioritizing tasks, having a positive attitude, interpreting and applying instructions, learning and understanding procedures, and managing change effectively.

DESIRED QUALIFICATIONS:
In addition to the required qualities mentioned above, the following are desirable qualifications:

- Intermediate proficiency or higher skill level in Microsoft Word, Outlook, and Excel
- Experience maintaining professionalism when providing customer service to individuals who are angry and/or dealing with mental health and substance abuse issues
- Demonstrated ability to work under pressure, juggle multiple tasks, and handle sensitive information with a high degree of confidentiality
- Demonstrated ability to understand, interpret, and apply policies and procedures
- Proven track-record for excellent organizational skills and attention to detail
- Some college coursework in business management, communication, criminal justice, public administration, or other relevant fields of study
- Able to accurately type 40 WPM
- Proficient at 10-key typing
- Proficient using Seattle's Municipal Court Information System (MCIS)

TO BE CONSIDERED:
Qualified candidates must submit the following to be considered:

(1) Employment application with all fields completed; please avoid using "see attached resume", (2) Cover letter indicating the unit(s) you are applying to, and how your skills and experiences align with the stated job responsibilities and required qualifications, and (3) Current resume indicating relevant education and experience. Note: The cover letter and resume may be cut and pasted in the resume field of the application or uploaded as attachments to the application.

By completing the supplemental questions you are attesting that the information you have provided is true and accurate. The Court will review any information provided in your application package and misstatements or falsification of information will eliminate you from consideration and/or employment if discovered subsequent to selection for a position.

ADDITIONAL INFORMATION:

After the closing date, the Court will review all applications and you will receive e-mail notification about your application status. We anticipate offering the position at the first salary step.

Appointment is subject to passing a background check. New employees must successfully complete a 12-month probationary period prior to obtaining regular status in this classification. This is a Civil Service position with automatic enrollment into the City's Retirement Program; see the Benefits tab for more information. This

position is covered by Teamster's Local 763 collective bargaining agreement. As a condition of employment, an employee in this position will be required to pay an amount equivalent to the union dues within 30 days of hire.

For more information on the Seattle Municipal Court, visit www.seattle.gov/courts. For questions about these opportunities, please contact Sr. Personnel Specialist, Kristy Hulverson at 206-233-7201.

APPLICATIONS MAY BE FILED ONLINE AT: http://www.seattle.gov/jobs
Job #2015-01245 COURT ADMINISTRATIVE SPECIALIST II (FT)
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If you are unable to apply on-line you may submit a paper application by the closing date to our office.

OUR OFFICE IS LOCATED AT:
Seattle Municipal Tower
700 5th Avenue, Suite 5500
Seattle, WA 98104
206-684-8088
Careers@seattle.gov

The City of Seattle is an Equal Opportunity Employer that is committed to diversity in the workplace. AmeriCorps, Peace Corps, and other national service alumni who meet the required qualifications are encouraged to apply. Accommodations for people with disabilities are provided on request. The City is a Drug Free Workplace.

Court Administrative Specialist II (FT) Supplemental Questionnaire

*1. Did you include a cover letter AND resume with your application?

- ❑ Yes
- ❑ No

*2. Please select the option that best describes your highest level of education

- ❑ High School Diploma/GED
- ❑ Some College
- ❑ Associate's Degree
- ❑ Bachelor's Degree
- ❑ Master's Degree
- ❑ J.D.
- ❑ Ph.D.
- ❑ None of the above

*3. Do you have two years of clerical support experience or the equivalent, which includes proficiency using computers, accurately typing and entering data, effectively communicating with others, providing outstanding customer service, working independently, prioritizing tasks, having a positive attitude, interpreting and applying instructions, learning and understanding procedures, and managing change effectively?

- ❑ Yes, I have at least two years of this type of experience
- ❑ No, I do not have the equivalent of two years of relevant education, training, or experience

*4. 5. Which best describes your professional administrative support experience working on a team to perform such tasks as accurate and fast data entry, receipting invoices, filing, archiving, scanning and indexing documents, processing supply requests, and creating correspondence, etc.?

- ❑ I do not have this type of professional administrative support experience.
- ❑ At least 1 year but less than 2 years
- ❑ At least 2 years but less than 3 years
- ❑ 3+ years

*5. Which best describes your in-person customer service experience performing such tasks as cash handling, servicing collection accounts, addressing customer inquiries and complaints effectively, etc.?

- ❑ I do not have this type of in-person customer service experience.
- ❑ At least 1 year but less than 2 years
- ❑ At least 2 years but less than 3 years
- ❑ 3+ years

*6. Which best describes your over-the-phone customer service experience performing such tasks as working in a call center, receiving high volume of inbound calls, addressing customer inquiries and complaints effectively, etc.?

- ❑ I do not have this type of over-the-phone customer service experience.
- ❑ At least 1 year but less than 2 years
- ❑ At least 2 years but less than 3 years
- ❑ 3+ years

*7. From your experience, which of your customers do you find to be the most challenging? (600 character limit)

*8. Which of the following best describes your level of proficiency with Microsoft Word?

- ❑ None- No experience with this software application.
- ❑ Very Limited - I have completed training, but have not used it much.
- ❑ Beginner - I am able to create, open, save and print documents; cut, copy, paste and delete text; format text; set paper size and orientation.
- ❑ Intermediate - In addition to beginner level skills, I am also able to create page breaks; adjust line spacing; insert page numbers; use auto text; create and edit templates; insert headers and footers; insert and edit tables; use search and replace.
- ❑ Advanced - In addition to intermediate level skills, I am also able to set up data sources for mail merge; create macros; use track and review; protect documents; convert tables to text; create hyperlinks; create columns.

*9. Which of the following best describes your level of proficiency with Microsoft Excel?

- ❑ None - No experience with this software application.
- ❑ Very Limited - Occasionally use this knowledge/skill set, or have used it in the past.
- ❑ Beginner - I am able to perform data entry, create, open, save and print documents; cut, copy, paste and delete text; format text; set paper size and orientation.
- ❑ Intermediate - In addition to beginner level skills, I am also able to set print area; insert headers and footers; create, use and update basic mathematical formulas (average, sum, percentage); sort and filter data.
- ❑ Advanced - In addition to intermediate level skills, I am also able to create charts; create and edit pivot tables from data sets; create if-then statements or other conditional queries; link data from multiple documents.

*10. Which of the following best describes your level of proficiency with Microsoft Outlook?

- ❑ None - No experience with this software application.
- ❑ Very Limited - I have completed training, but have not used it much.
- ❑ Beginner - I am able to send, forward and delete emails; add attachments; set up and use contacts; schedule appointments; view calendars; sort emails; use the task function.
- ❑ Intermediate - In addition to beginner level skills, I am also able to create and invite others to appointments; make recurring meetings; add delegates; reserve conference rooms; assign tasks; modify task columns; flag email.
- ❑ Advanced - In addition to intermediate level skills, I am also able to use Journal, Notes, customize Outlook; use the find feature; use the auto pick meeting function; create and use voting button functions.

*11. Do you have experience using Seattle's Municipal Court Information System (MCIS)?

- ❑ Yes
- ❑ No

*12.

Are you interested and qualified in Contact Center opportunities where you could work in a high-volume call center answering incoming customer calls; assess callers' issues, quickly and accurately navigate computer systems to research available options; schedule hearings and take payments over the phone; ease frustrated callers by providing excellent customer service with each call; and also perform administrative functions related to correspondence, contested hearings, insurance violations, bonds, and deferrals?

❑ Yes
❑ No

* 13. If you answered "Yes" to previous question, please briefly explain how your skills and experiences align with the duties associated with this unit. If you answered "No" to the previous questions, please type N/A for not applicable.

* 14. Are you interested and qualified in Finance and Facilities opportunities where you could enter invoices, process wire transfers and expense reimbursements, log and distribute checks received through the mail, submit supply and building repair requests, and make deliveries to Court and City staff?

❑ Yes
❑ No

* 15. If you answered "Yes" to previous question, please briefly explain how your skills and experiences align with the duties associated with this unit. If you answered "No" to the previous questions, please type N/A for not applicable.

* 16. Are you interested and qualified in Financial Compliance opportunities where you could work with defendants who come to the customer service counter to set up time payments and community service plans; staff use computer systems to research and identify options for clients, monitor financial compliance on criminal cases, and respond to collections disputes?

❑ Yes
❑ No

* 17. If you answered "Yes" to previous question, please briefly explain how your skills and experiences align with the duties associated with this unit. If you answered "No" to the previous questions, please type N/A for not applicable.

* 18. Are you interested and qualified in Jury Assembly opportunities where you could process juror summons, trouble-shoot juror questions, assist new jurors with check-in and orientation, and be able to assist jurors while they wait to sit on a jury trial?

❑ Yes
❑ No

* 19. If you answered "Yes" to previous question, please briefly explain how your skills and experiences align with the duties associated with this unit. If you answered "No" to the previous questions, please type N/A for not applicable.

* 20. Are you interested and qualified in Interpreter Services opportunities where you could assist the Interpreter Coordinator with staffing certified and registered interpreters for the formal courtrooms and in the magistrate hearings?

❑ Yes
❑ No

* 21.

If you answered "Yes" to previous question, please briefly explain how your skills and experiences align with the duties associated with this unit. If you answered "No" to the previous questions, please type N/A for not applicable.

*22. Are you interested and qualified in Magistrate Operations opportunities where you could staff the reception desk, assist defendants in-person with checking in/out for hearings, easily navigate and accurately enter data into computer system, scheduling hearings, processing infractions (moving and parking violations), and preparing the infraction proceedings calendar?

❑ Yes
❑ No

*23. If you answered "Yes" to previous question, please briefly explain how your skills and experiences align with the duties associated with this unit. If you answered "No" to the previous questions, please type N/A for not applicable.

*24. Are you interested and qualified in Probation Services where you could monitor new criminal law violations for criminal court cases that have no probation obligations, compile and prepare the data, and send status reports to the appropriate judge; support reception staff by working in-person with defendants who are checking in for their meetings with their Probation Counselors; and prepare case files?

❑ Yes
❑ No

*25. If you answered "Yes" to previous question, please briefly explain how your skills and experiences align with the duties associated with this unit. If you answered "No" to the previous questions, please type N/A for not applicable.

*26. Are you interested and qualified in Records Management opportunities where you could staff the public records request desk and provide customers with certified copies of Court documents, copies of the audio recordings of court proceedings; prepare documents for appeals; enter incoming criminal and infraction cases into the Court's database, scan active files into Electronic Case Files, and store all Courtroom records?

❑ Yes
❑ No

*27. If you answered "Yes" to previous question, please briefly explain how your skills and experiences align with the duties associated with this unit. If you answered "No" to the previous questions, please type N/A for not applicable.

*28. Have you worked or volunteered at the Seattle Municipal Court either presently or in the past?

❑ Yes
❑ No

* Required Question