Class Code: 007414
Grade: 14 (Non-Exempt)
Salary Range: $37,497-60,926
Closing Date: Friday, June 17, 2016

CIRCUIT COURT FOR MONTGOMERY COUNTY, MARYLAND

Personnel Class Specification

OFFICE ASSISTANT IV/QUALITY CONTROL

DEFINITION OF CLASS

The responsibilities of this position involves the administrative and technical review of case files, dealing with Family Law, Civil, Juvenile, and Criminal matters to determine compliance with Maryland Statutes and Rules of Procedure.

The Office Assistant is expected to have a thorough knowledge of Court organization, and office practices, and be able to make independent decisions in dealing with the public and employees. Information obtained in the course of the performance of these duties may be confidential or private in nature. The employee in this position must recognize that visitors to the Court may be under significant stress and ensure that they are treated with dignity and discretion as they obtain court-ordered services.

The Office Assistant reports directly to the Supervisor of Quality Control and is ultimately responsible to the Court Administrator and the Circuit Court Administrative Judge.

Circuit Court employees are *at-will* employees and serve at the discretion of the Administrative Judge. This means that the employee or the Court may terminate the employment relationship at any time, with or without cause. The *at-will* relationship remains in full force and effect notwithstanding any statements to the contrary made by court personnel or set forth in any documents, including Montgomery County Personnel Regulations.

EXAMPLES OF ESSENTIAL FUNCTIONS

To be successful, the employee in this position must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. This job description reflects management's assignment of essential functions. It is not an exhaustive list of responsibilities and does not prescribe or restrict additional various diversified tasks and assignments that may be required by the Judicial Officers and/or Court Administrator. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Attend and participate in meetings to discuss quality control issues.
- Draft meeting minutes from the Quality Control meetings, or as requested.
- Transport court files from one department to another within the Court.
- Audit Civil, Criminal, and Family cases for quality on a daily basis.
- Process and/or monitor the Civil, Criminal, MCOCSE, Juvenile and Family Open Case and Questionable Case Reports, to include, but not limited to, necessary action and over standard cases, on a weekly and/or quarterly basis.
- Process Civil, Criminal, Family, and Juvenile Postponement Reason Code Reports.
- Process and monitor Civil Stay, Civil and Family ADR, Daily Docket, B & T Cases, Open Motion and Untagged reports.
- Process Civil 2-507 Questionable Case and JIS507 Results Reports for the notices issued.
- Process and monitor the Tickler Report and Case Status e-mails on a daily basis.
- Monitor and evaluate usage of computer codes for various departments throughout the Court.
- Analyze and research problem cases, i.e., Track 4.
- Update and maintain Quality Control Office Manuals.
- Review Criminal Informations and Indictments for proper track assignment when requested by the DCM Coordinator.
- Create and monitor TrackIt Work Orders submitted to Data Processing.

- Work with Data Processing and test new programs for discrepancies and potential problems.

- Work with various departments, as well as the Senior Court Researchers, to assist with the establishment of procedures to improve statistical information.

- Review and clean up statistical information throughout the year.

- Develop and maintain positive working relationships with other court personnel.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to work the full-time standard court work schedule of 8:00 a.m. to 5:00 p.m. (Monday through Friday) with flexibility to accommodate any necessary early or late meetings.

- Ability to maintain a regular, punctual, and reliable level of attendance.

- Ability to work independently.

- Ability to communicate effectively, both orally and in writing.

- Possess high-level interpersonal skills to handle sensitive and confidential situations.

- Exercise a high degree of judgment, tact, diplomacy, and competence in dealing with judges, attorneys, court personnel, and the public.

- Ability to handle multiple tasks and maintain a professional demeanor when dealing with court personnel and the public at all times.

- Ability to make decisions based on experience, good judgment, and established policies and procedures.

- Ability to set priorities and simultaneously process multiple duties and responsibilities.

- Knowledge of and ability to apply fundamentals of business English, spelling, grammar, punctuation, standard office practices, and procedures.

- Excellent telephone manner.

- Demonstrated competence in dealing with the public in a courteous and service-oriented manner.
- Ability to lift and transport stacks of court files.
- Ability to develop and maintain collaborative and professional working relationships with court personnel and the public.
- Understanding of legal terminology and procedures.
- Ability to utilize the functions and queries in the Circuit Court's HP case management system.

MINIMUM QUALIFICATIONS

- High school graduate or GED equivalent
- Three years of work experience in a legal office and/or court environment with a heavy emphasis on data entry.
- Superior writing skills and command of English are essential.
- Excellent organizational skills and customer service are of the highest priority as well as competence and temperament to communicate with the legal community, court personnel, and the general public in a fast-paced environment.
- Two years of customer service experience.
- Basic knowledge of Microsoft Office Applications, i.e., Word and Excel.
- An equivalent combination of experience and education may be substituted.

How to apply for employment opportunities in the Administrative Office of the Circuit Court:

1. Please open the Online Employment Application PDF. Mac users MUST use Adobe to complete the application. The Mac "Preview" application will not transmit your information to us. The application form requires you to have Adobe Reader version 8 or higher. Go to http://get.adobe.com/reader/ to download the latest Adobe Reader version.
2. A button marked "Highlight Fields" will be above and to the right of the Application form. Click the button to show fields that can be typed in.
3. Complete all applicable fields by typing or clicking into each one.
4. On the last page of the Application there are two buttons. The Print button will allow you to print a copy for yourself. The Save As button will allow you to save the completed application to your computer.
5. Please send an email with the following attachments to adminhr@mcccourt.com: completed application, cover letter, resume, and a writing sample.