

VERMONT JUDICIAL BRANCH

JUDICIAL ASSISTANT

Unit: varied

Supervisor: Clerk, COM or Manager

Job Code: TBD

Exempt/Non-exempt: Non-exempt

Pay Grade: 19

Union Eligible: Yes

PURPOSE:

Specialized customer support, clerical and data entry work involving one or more docket areas within a court's jurisdiction. Work involves the application of varied clerical procedures associated with the legal process and the exercise of independent judgment in solving work problems. Scheduled hours of work generally conform to public court hours but assignments may include nights and weekends. Ensure timely and fair case resolution by utilizing case management techniques to address lagging cases or backlogs. All such work is performed within the framework of established procedures. The work is moderately complex and requires application of legal practices and procedures and specialized computer skills. Work is performed under the general supervision of an administrative superior.

ESSENTIAL JOB FUNCTIONS:

- Specialized clerical and administrative work with heavy data entry and case processing such as arrest warrants, expungements, search warrants, VOWS and other court initiatives.
- Perform duties in a fast-paced, sometimes pressurized environment and maintain tact and professionalism even when interacting with difficult customers.
- Performs case-flow functions across the full case-cycle including: docket entry; entering new electronic and paper filings; sending notice; reviewing case documents for accuracy/completeness; preparing orders & motions; scheduling events on court calendar.
- Responsible for operating various tools to support both in-person and remote virtual court hearings including court recordings such as FTR, video conferencing, speaker phones or other new technologies, software and equipment.
- Meet Case Disposition Guidelines for case-flow efficiency by self-monitoring case status using tracking reports available in the case management system.
- Proficiency in one or more fields which may include: Odyssey File & Serve; Odyssey Guide & File; Odyssey case management system, case flow processing and docketing procedures in one or more court divisions.
- Perform operator function during court hearings by providing high-speed docket entry and real-time processing in medium and high-volume settings such as the criminal docket.
- Conduct case-flow self-monitoring by checking statistical reports in the case management system and making adjustments to perform more efficiently.
- Employ attention to detail and methodical approach to ensure standardized business practices are followed.
- Respond to customer inquiries to assist with filling-out forms, using court kiosks, preparing for court appearances, providing case information.
- Maintain excellent customer interaction by providing prompt information and assistance over

Email, correspondence and other forms of contact.

- Support, mentoring and training for Judiciary staff or for clients as needed.
- Collect fines and fees according to established procedure. Close, balance and reconcile tills.
- Ability to regularly attend work during assigned work hours consistent with the collective bargaining agreement and applicable laws.
- Solve standard customer problems by gathering information, assessing options and delivering the most appropriate solution within established procedures.
- Working knowledge and adherence to court rules and statutes.
- Working knowledge of juror program. Prepare juror summons request, and perform work related to juror lists, juror excuses and juror payments.
- Escalate issues and obstacles to supervisors according to established procedure.
- Participate on committees and projects as requested.
- The job entails the operation of various types of electronic equipment, technology and software and new equipment, technology and/or software may be introduced at any time.

OTHER DUTIES AND RESPONSIBILITIES:

- This position is responsible for all duties defined and other duties as assigned such as training other employees.

The above statements provide the general nature and level of work performed by employees of this classification. It is not intended to be an exhaustive list of all the responsibilities, duties and skills required of this classification. Actual assigned duties may differ due to the varying needs of the Judiciary.

MINIMUM QUALIFICATIONS, JOB SKILLS AND ABILITIES:

(Required to perform the essential functions of the job.)

Education: High School graduation or equivalent.

Experience: Two years of clerical, customer service or data entry experience.

College training may be substituted for the work experience on a year-for-year basis.

Ability to interact professionally with both co-workers and the public even in high stress circumstances.

Ability to handle multiple tasks at one time.

Ability to sit, stand and operate computers for extended periods of time.

Ability to accept constructive criticism and change conduct to reflect the changes requested.

Ability to actively participate in assigned education programs to add knowledge and enhance performance.