

# 36th DISTRICT COURT

## JOB DESCRIPTION

**JOB TITLE:** Clerk 2  
An AFSCME 3308 Bargaining Unit Position

**REPORTS TO:** Various Departmental Supervisors/Managers

### **GENERAL SUMMARY:**

Under the general direction of the applicable Departmental Management, performs a variety of complex clerical functions related to the processing of court cases. Answers and directs incoming telephone calls to the court from internal and external customers. Provides courteous responses to inquiries regarding tickets, including but not limited to court dates, adjournments and payment transactions. Maintains records of all incoming calls. Work generally requires knowledge of a specific unit or department within the Court. Provides courier and transportation services to the Court. Performs inventory, ordering and stocking functions. Moves various office furniture throughout the Court as needed.

### **RESPONSIBILITIES & DUTIES:**

1. Processes all documents relating to default judgments, appeals and remands, bench warrants, claim and delivery, change of venue, cross and counter complaints, consolidations, debtor's exams, garnishment releases, seizure of property, show cause, small claim removal, subpoenas, LEINS, objection to garnishment, and collection unit paperwork.
2. Audits cash detail reports, maintains various other reports, audits tapes, cashier reconciliation sheets, and other departmental reference materials.
3. Balances and makes adjustments to cash register reports, including online correction of cashier errors. Researches system-highlighted errors to determine appropriate course of action. Resolves and closes out payment discrepancies, and data entry issues.
4. Answers telephone calls coming into the Court through the automatic call distributor system. Responds to questions from internal and external customers utilizing internal Court database/systems or route calls to appropriate parties.
5. Performs court date scheduling function, as applicable, based upon incoming calls.
6. Refers all case-related matters related to employee, employee's family, co-workers and friends to their Departmental Management.
7. Maintains confidential information regarding employee, financial and other court records. Adheres to Court's policies on confidentiality of vendor bids, quotations and other departmental information until authorization for release is given by Departmental Management.
8. Processes and distributes requested supplies to Judges and Court personnel. Maintains stockroom facilities and performs physical inventories of supplies. Determines items and quantities of supplies to be purchased and maintained. Performs Court mail pick-up and delivery services.
9. Processes incoming orders, performs visual inspection for quality of product and purchase order accuracy. Runs errands outside of building, either on foot or by operation of Court van.
10. Prepares and maintains computer records, reports, and required documentation regarding stockroom and inventory. Contacts vendors or third parties for bids as required. Reviews, compiles and copies bids and quotations. Prepares purchase orders and requisitions.
11. Performs other duties as assigned.

***The specific responsibilities and duties will depend upon the departmental assignment.***

**JOB TITLE: CLERK 2 - An AFSCME 3308 Bargaining Unit Position**

**JOB QUALIFICATIONS:**

1. High school diploma or equivalent is required. Two (2) years of education beyond high school preferred.
2. Minimum of two (2) years of clerical experience in a court or the public sector required.
3. Proficient data entry (must pass a data entry proficiency certification by achieving a minimum of 600 gross keystrokes with a 90% accuracy rate in a five-minute timed session), and word processing skills necessary for the creation and compilation of various documents, communications and reports. Must be proficient in Microsoft Office.
4. Computer skills necessary to effectively utilize case information software, word processing, database, electronic communications and spreadsheet applications.
5. Experience in the Court's Judicial Information System (JIS) preferred.
6. Interpersonal skills necessary to communicate with Court personnel in the exchange of information and provide courteous and accurate information and responses to the public. Must possess a high level of customer service skills.
7. Mental ability to frequently handle pressures related to simultaneous handling of multiple projects, meeting deadlines, fulfilling scheduling requirements, and dealing with concerns of citizens and employees, with disruptions due to people and noise.

**LICENSES, CERTIFICATIONS OR SPECIAL REQUIREMENTS:**

1. Obtains and maintains all required state licenses and certification necessary to perform the functions of Clerk 2.
2. Based on the requirements of the position, candidates considered for placement in this classification may be subject to a Criminal Background Investigation.
3. Valid Michigan driver's license in good standing is required.

**WORKING CONDITIONS:**

1. Normal office environment with little discomfort due to heat, dust, noise and the like.
2. Extended work day beyond 7.5 hours a day. Evenings, weekends, holidays and afternoon shift may occasionally be required.

**PHYSICAL CHARACTERISTICS:**

1. Strength, dexterity, coordination and vision to use a keyboard and video display terminal on a daily basis. Hearing to communicate with the public and court staff. Dexterity and coordination to handle files and single pieces of paper. Occasional lifting of objects weighing up to fifteen (15) pounds such as files, stacks of paper, reference and other materials. Moving from place to place within an office. Some reaching for items above and below desk level.
2. Physical ability to frequently sit, walk, or stand for extended periods of time, and to perform repetitive movements.
3. Physical ability to periodically and repeatedly climb ladders and step stools when carrying court supplies and lift/carry/transport items weighing more than fifty (50) pounds. *(May be required for some assignments).*

*This job description is intended to describe the general nature and level of work being performed by a person assigned to this job. They are not to be construed as an exhaustive list of all job duties that may be performed by a person so classified. Determination of equivalent qualifications is within the sole discretion of Management.*