



DATE	July 2023
JOB CODE	
FLSA	NON-EXEMPT
EEO	

JOB TITLE: Court Clerk
 DEPARTMENT/DIVISION: Municipal Court
 REPORTS TO: Deputy Court Administrator

SUMMARY: Performs clerical and customer service functions and provides support for all Municipal Court processes, under the direct supervision of the Deputy Court Administrator and under the general supervision of the Court Administrator.

ESSENTIAL JOB FUNCTIONS:

- Prepares and/or processes a variety of court paperwork in assigned area of responsibility within the Municipal Court.
- Performs various clerical duties, to include screening incoming calls; taking and transmitting messages; distributing mail; filing; making photocopies; performing data entry; preparing case files; scheduling court dates; and/or word processing.
- Monitors and maintains a variety of data and information in support of court operations.
- Maintains and updates court records by making appropriate adjustments/updates to case files, following established guidelines and procedures.
- Effectively communicates court procedures, policies, and judicial orders to defendants.
- Cross trains and rotates with other court staff members, as instructed.
- Performs other duties as assigned.

POSITION SPECIFIC JOB FUNCTIONS:

Court Clerk – Window

Provides daily customer service and informs the public of options to resolve and dispose of class C misdemeanors, including traffic, parking, city ordinance and state law violations filed in with the Carrollton Municipal Court

- Processes payments received in person at clerk’s window and/or via mail.
- Submits defendants’ requests for Driving Safety Course or Deferred Disposition for review.
- Submits defendants’ documents for the appropriate review.
- Clears warrants from system, in accordance with court procedures.
- Accurately processes payments in the form of check, cash, or credit card for citations and other Municipal Court filings. Enters payment information into applicable database and issues receipts to customers.
- Balances cash drawers at the end of the business day and prepares related bank deposit paperwork.
- Provides daily customer service at court clerk’s window by informing defendants of relevant options for resolving citations, provides fine amounts.

Court Clerk –Juveniles

- Assists the Juvenile Case Manager.
- Monitors juvenile cases for compliance with court orders and subsequently schedules juvenile contempt dockets.
- Conducts First Offender Program meetings with juveniles and parents pursuant to prosecutor recommendation of school offenses.
- Maintains court records of juvenile driver license enforcement actions, including sending suspension/reinstatement notice to the Texas Department of Public Safety.
- Answers and responds to inbound phone calls and emails from citizens and staff.
- Processes paperwork and prepares same for Judge signature in court dockets.
- Works with juvenile case manager to create and evaluate new processes related to legislative changes.

SUPERVISORY/BUDGET RESPONSIBILITIES:

- None.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to learn, comprehend, and follow Municipal Court practices and procedures, including Judicial standing orders, Local Rules of Court, and complex state statutes and laws.
- Ability to work independently in the absence of supervision.
- Ability to process various tasks simultaneously with the possibility of multiple interruptions.
- Excellent telephone etiquette.
- Skilled in operating modern office equipment.
- Skilled in providing exceptional customer service.
- Skilled in handling difficult customers.
- Skilled in handling cash.
- Skilled in performing basic mathematical calculations.
- Skilled in operating a computer and related software applications.
- Skilled in communicating effectively with a variety of individuals, orally in and writing.

MINIMUM QUALIFICATIONS:

- High School Diploma or G.E.D.
- One or more years experience in clerical work, cash handling, customer service.

PREFERENCES:

- Bilingual in Spanish and English.

WORKING CONDITIONS:

- Frequent reaching, sitting, standing, talking, seeing, hearing, and manual dexterity.
- Occasional lifting and carrying up to 25 pounds.
- Work is typically performed in a standard office environment.

CONDITIONS OF EMPLOYMENT:

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.