



## Cleveland Municipal Court General Division-Job Posting

Job Title:	Office Assistant	Salary Grade:	2
Department:	Probation	Salary Range:	\$31,200.00
Reports To:	Probation Support Staff Supervisor	Date Created:	April, 2008
FLSA Status:	Non-Exempt	Date Revised:	June 2017

### POSITION SUMMARY

To provide clerical services to the Probation Department's Record Room, Word Processing area, Intake and Front Desk Reception area.

### ESSENTIAL DUTIES and RESPONSIBILITIES

1. Typing and word processing, including transcription of recorded and handwritten reports, memos, correspondence and any miscellaneous typing. Minimum typing skill must be 50 -55 words per minute with less than five errors.
2. Filing and distribution of the above.
3. Process and assign cases referred to the Probation Department using the case management system.
4. Operation of office equipment.
5. Answering and routing phone calls and other inquiries to the appropriate individual. Provide customer service to individuals that are reporting to Probation.
6. Responsible for tracking reports going to and returning from Court.
7. The Office Assistant may also assist managerial personnel. Some independent judgment is required in carrying out assignments.
8. Research case dispositions.
9. Confidentiality of the material processed must be maintained.
10. Provide quality service that continuously improves, that meets or exceeds public expectations, and that ensures all are treated with courtesy, dignity, and respect.

*The above statements are intended to describe the general nature and level of work being performed by individuals assigned this classification. They are not an exhaustive list of duties to be performed. Other duties may be assigned.*

## **SUPERVISORY RESPONSIBILITIES**

None

## **KNOWLEDGE, QUALIFICATIONS, SKILLS and ABILITIES**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Alternative qualifications may be substituted if sufficient to perform the duties. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. High school diploma with specialized secretarial training.
2. Must type 50-55 words per minute with less than five errors and be able to transcribe from dictation.
3. Strong written and verbal communication skills.
4. Excellent customer service skills.
5. Must possess basic computer skills.
6. Ability to multi-task

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Continuous sitting, continuous repetitive hand, arm, wrist, and finger motion; frequent bending and twisting at the neck or trunk; and frequent eye-hand coordination.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **COURT EXPECTATIONS of EMPLOYEE**

In accomplishing the responsibilities of this position, the Court expects that the employee will adhere to the mission and values of the Court as well as all Court policies and procedures. In addition, while carrying out the duties of this position, the employee is expected to model high ethical conduct on and off the job, and exhibit a professional and respectful demeanor with all Court employees.

Qualified applicants will be required to submit to testing and may be required to provide writing samples. Proof of education and employment references will be required before final interview. Employment predicated upon successful completion of criminal record check, drug testing and 180-day introductory/work testing.

**APPLICATION PROCEDURE:**

Thank you for your interest in a career with Cleveland Municipal Court Judicial Division.

- You may apply at: [www.clevelandohio.gov/careers](http://www.clevelandohio.gov/careers).
- Only qualified applicants will be contacted to move forward in the interview process.
- Accepting applications until Tuesday, March 13, 2018

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