



WE ARE CURRENTLY ACCEPTING APPLICATIONS FOR:

00161 Court Operations Specialist A

The City of Eugene values diversity in its workforce, and is committed to Affirmative Action.

SALARY RANGE

\$19.31 - \$24.03 Hourly \$1,544.80 - \$1,922.40 Biweekly \$3,347.07 - \$4,165.20 Monthly
\$40,164.80 - \$49,982.40 Annually

REQUISITION #: 02971

POSITION INFORMATION

Final filing date: Applications accepted on a continuous basis.

The City of Eugene Municipal Court is recruiting for Court Operations Specialists to perform a variety of skilled clerical duties in support of various Municipal Court operations and procedures. This position requires knowledge of various court functions and involves considerable public contact.

The Eugene Municipal Court was established by City Charter to adjudicate violations of the City's municipal laws occurring within the city limits. All Eugene Municipal Court proceedings are governed by State of Oregon laws governing justice courts. Keeping in mind the unique nature of the Eugene community, the Eugene Municipal Court offers fair and reasonable adjudication of cases and, where appropriate, the imposition of sanctions. For more information on the City of Eugene Municipal please [click here](#).

Position Information

This posting may be used to fill regular full-time, part-time, limited duration positions and may be used to create an eligibility list.

Eligibility List: This posting may also be used to establish an eligibility list of applicants for future vacancies. Candidates that are placed on the eligibility list will be notified via email which will include the duration of the list and how notification of call up will occur.

Work Location: Onsite - Municipal Court Building, 1102 Lincoln Street, Eugene, OR 97401
Must reside in the state of Oregon and be able to report onsite for work as needed in Eugene, OR to meet business needs.

Salary: \$19.31-\$24.03 Hourly

This position qualifies for the Bilingual Pay Benefit. Please see the "Supplemental Information" at the bottom of the posting.

**THIS POSITION IS OPEN UNTIL FILLED
ONLINE APPLICATIONS ONLY**

Calling Eugene Home

Eugene is located at the southern end of the agriculturally rich Willamette Valley. From here, it is a short jaunt east to the Cascade Mountains, west to the stunning Pacific Ocean coastline, or north to Portland. We're a small city with unlimited things to do: Downtown Eugene is revitalizing; the Oregon Bach Festival and Eugene Symphony call the Hult Center for the Performing Arts home; you can float the Willamette River and hook a salmon after work in the shadow of downtown; a booming food and beverage economy, including topnotch local craft breweries and wineries in the surrounding countryside, is the foundation of a local restaurant scene; the University of Oregon brings arts, culture, and educational opportunities, as well as championship

athletics (Go Ducks!); a nationally-recognized transit system helps you move around the city; and our Gold rating as a Walk- and Bicycle-Friendly Community ensures that safe travel options abound! Known as Track Town USA, the community annually plays host to numerous track and field events at historic Hayward Field, including the IAAF World Championships in 2022! The impact of track and field can be seen beyond the track, with abundant trails coursing through the south hills, along the Willamette River, and through hundreds of acres of city parks. To learn more about Eugene, visit [Eugene Cascades and Coast](#).

The Organization

The City of Eugene has a Council-Manager form of government. In this form of government, the city council develops legislation and policies to direct the City. The city manager, hired by the city council, provides administrative direction to the organization, oversees City of Eugene personnel and operations, and carries out the city council's direction. The City of Eugene has over 1,500 employees and a \$840 million total budget. The City of Eugene is a service-oriented and welcoming organization that provides services through six departments: Central Services, Fire and Emergency Medical Services, Police, Public Works, Planning and Development, and Library, Recreation and Cultural Services. The [State of the City](#) video shows how the city is meeting new challenges, learning from one another, building connections, and celebrating our city. The City of Eugene encourages our employees to bring their true selves to work with the knowledge that they are valued and protected. We embrace all of the identities and cultural legacies that our employees represent and strive to be an inclusionary and safe place to work. At the City, we learn and grow best as a team of individuals unafraid to use their unique voices to propel us to meet our goals as we serve our community today and into the future.

As an organization we are focusing on six Core Competencies for employees:

- [Trust & confidence](#) – Making our intent and actions be transparent and honest while fostering healthy, inclusive relationships, actively listening and maintaining open communications, delivering on our promises, investing in other's success, and engaging each other and the community
- [Creative work environment](#) – Exploring meaningful new ideas and relationships to foster innovation and encourage collaboration and creativity. Challenging the standard method of doing business in a positive environment.
- [Now & later perspective](#) – Looking beyond day to day challenges to better anticipate the future and adjust to change.
- [Respectful & inclusive work environment](#) – Seeking out a wide range of voices and making each other feel respected and included.
- [Self-awareness & emotional intelligence](#) – Learning to recognize and understand our own emotions and the emotions of others and recognizing our individual strengths and weakness to raise self-awareness so we can perform better.
- [Wellbeing](#) - We take care of ourselves and each other.

This position qualifies for the Bilingual Pay Benefit. Please see the "Supplemental Information" at the bottom of the posting.

Examples of Duties Performed - Duties may include but are not limited to the following:

In addition to the full scope of duties of the [Court Operations Specialist A](#), duties may include, but are not limited to the following

- Provides detailed information to City staff, other agencies, and the public regarding case related functions, requiring thorough knowledge of court regulations, policies, and procedures.
- Explains proper methods for completion of court documents and forms to defendants and the public; reviews incoming forms and correspondence for accuracy and completeness.
- Organizes, maintains, and retrieves court documents for judges, attorneys, staff, and the public.
- Prepares correspondence to notify defendants of plea dates, inquiries about cases, and payment of moneys owed to court.

- Checks in defendants for court hearings and verifies that the judge receives the correct court papers.
- Initiates and processes removal of suspension orders, warrants and release of defendants from custody.
- Assists judge in the courtroom; records all case dispositions during court proceedings; and collates completed files.
- Coordinates the daily preliminary docket process.
- Provides support and back up to all other team functions.
Responds to telephone and in-person inquiries from the public and other agencies. Organizes and maintains court trial calendar for jury and non-jury trials, hearings, or arguments; coordinates juror activities.
- Completes standard letters to notify defendants of dates, hearings and other court activities; processes requests for court appointed attorney and other documents.
- Verifies that judges receive correct court papers for hearings.
- Develops and maintains accurate and timely record-keeping systems and databases; assures inclusions of all pertinent information; assures compliance with court records requirements.
- Maintains security and custody of court records; complies with public record law and court procedures in the release of information to the public.
- Prepares and proofs forms, letters, court documents, orders, statistical reports and other documentation. Composes correspondence in accordance with established procedures or instructions.
- Composes correspondence in accordance with established procedures or instructions.
- Monitors and processes court referrals for various court programs.
Processes a variety of court documents, including sentence orders, motions, orders, appeals, and in-custody papers.
- Supports and respects diversity in the workplace.
- Cross-trains and/or rotates into any other Court Operations Specialist A position as needed.
- Performs other related duties as assigned.

QUALIFICATIONS

Any equivalent combination of education and experience which provides the applicant with the knowledge, skills, and abilities required to perform the job. Studies have shown that women and people of color are less likely to apply for jobs unless they believe they are able to perform every task in the job description. We are most interested in finding the best candidate for the job, and that candidate may be one who comes with relevant transferrable skills from a variety of sources and experiences. The City will consider any equivalent combination of knowledge, skills, education, and experience to meet minimum qualifications. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role

Knowledge of:

- Court documents, policies, procedures, and legal requirements relating to area(s) of assignment, or ability to learn within a reasonable period of time.
- Regulations, statutes, procedures, and policies as applicable to municipal court operations, or ability to learn within a reasonable period of time.
- Record-keeping processes and procedures.
- Business English, spelling, punctuation, and basic math.

Ability to:

- Clearly and accurately interpret court documents, policies, and procedures.
- Effectively communicate accurate information both orally and in writing.
- Work effectively as a team member, utilizing good judgment and effective communication skills.
- Interact tactfully and effectively with the public in stressful and potentially confrontational situations

- Make decisions based on regulations and established policies and procedures
- Work independently, quickly, and accurately with close attention to detail in an atmosphere of frequent interruptions and changing priorities.
- Obtain LEDES certification or ability to obtain within 90 days of hire.
- Establish and maintain complex filing and record-keeping systems; skill in alphanumeric filing.
- Operate standard office equipment such as computer terminal, calculator, and photocopier.
- Maintain confidentiality and meet security requirements.

MINIMUM REQUIREMENTS

Experience and Training

Two years of clerical and/or administrative experience, preferably court/legal experience. High school diploma or GED. Coursework in court/law preferred.

Preference for fluency in Spanish language may be given.

Background

MUST PASS A BACKGROUND INVESTIGATION

To view detailed information on the duties, knowledge, and abilities that may be expected for this position, please see the classification [Court Operations Specialist A](#)

SUPPLEMENTAL INFORMATION

Work Conditions

Work in this class is done generally in an office environment. May be required to sit, keyboard, write, hear and speak for extended periods. May be required to stand frequently for extended periods. Work includes operating a variety of office equipment. Work activities include bending, stooping, and kneeling.

Limited Duration Employees

Limited Duration employees are those hired for the limited time period specified in this posting. After the position is posted and a competitive selection process has been completed, an offer of employment will be made. Employees hired into limited duration positions will be members of the AFSCME bargaining unit and covered by the contract except for the items outlined below under Salary and Benefits.

Salary and Benefits

Limited duration employees have many of the same benefits as AFSCME employees, although there are a few exceptions due to the limited length of employment. The salary schedule for limited duration employees is the same schedule used for regular AFSCME employees. The normal starting salary is the first step shown on the posting. Other placement in the salary range may be considered depending on qualifications and experience. Limited Duration employees are at-will employees and they do not have a probationary period; they accrue no seniority, have no bumping or layoff provisions, and have no discipline or discharge rights. Additionally, limited duration employees will receive City health plan coverage for themselves only. Dependent coverage is available at full cost to the limited duration employee.

Bilingual Pay Benefit

Per the [AFSCME contract](#), the City shall pay an employee an additional five percent (5%) for a required intermediate or advanced level competency. To qualify for bilingual pay, the employee must have demonstrated fluency in the required language and successfully pass a fluency examination administered by the City's Employee Resource Center division.

Applicants are screened based upon their relevant knowledge, abilities, skills, experience, and training. The selection process varies according to the position and can include such things as screening of supplemental questionnaires, written or skill tests, ability or fitness tests, interviews, and assessment processes. In addition, background investigations and records checks may be required. Applicants selected to continue in the process will be notified within two-three weeks after the posting deadline.

Some positions also require applicants to have a psychological evaluation and/or physical examination and a drug test prior to employment. Marijuana use is evaluated consistent with current state law regulations.

Current information about the status of a job posting is available by going to www.eugene-or.gov/jobs and selecting “Job Posting Status.”

The City of Eugene complies with the Americans with Disabilities Act of 1990. Any applicant with a qualified disability under the Americans with Disabilities Act may request accommodation by contacting an employment coordinator at (541) 682-5061.

In compliance with the Immigration Reform and Control Act of 1986, the City of Eugene will request all eligible candidates who accept employment with the City to provide documentation to prove they are eligible for employment in the United States.

The City of Eugene is committed to a Respectful Work Environment, we value the cultural, educational, and life experiences of each employee. We believe that a diverse workforce enables us to deliver culturally responsive services to all members of our community. As part of our commitment to diversity, equity, and inclusion we desire to welcome, respect, and create a sense of belonging for a wide range of identities and experiences in our workforce. Women, people with disabilities, and persons of color are strongly encouraged to apply.

City of Eugene, Employee Resource Center * 940 Willamette St, Suite 200 * Eugene * OR * 97401 * (541) 682-5061 * <http://agency.governmentjobs.com/eugene/default.cfm>

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Court Operations Specialist A Supplemental Questionnaire

- * 1. The supplemental questionnaire is scored and will be used to determine if you will proceed to the next phase of the selection process. **Provide detailed answers to each question. Please do not reference your resume or application in your responses.** I understand
 - yes
 - no
- * 2. From the list below which best represents your years of full-time clerical/administrative experience.
 - Less than two years
 - 2 years but less than 3 years
 - 3 years but less than 4
 - 4 years but less than 5
 - 5 years or more
- * 3. Please describe your experience handling sensitive information, following procedures with strict rules and interacting with other agencies/businesses. **In your response include employer(s), years worked in each position and the duties performed.**
- * 4. Describe your experience working in an environment where you were required to perform multiple tasks simultaneously, setting priorities, answering a large volume of phone calls and

meeting several deadlines on a daily basis. **In your response include employer(s), years worked in each position and the duties performed.**

- * 5. Do you have experience working in the criminal justice system?
 - No criminal justice experience
 - Less than 2 years
 - 2 years but less than 3
 - 3 years but less than 4
 - 4 years but less than 5
 - 5 years or more
- * 6. If you checked a box with your years of criminal justice experience above, list applicable employers and dates worked. If you have no criminal justice experience enter n/a.

- * 7. How many years of face-to-face customer service do you have?
 - No face-to-face customer service experience
 - Less than 2 years
 - 2 years but less than 3 years
 - 3 years but less than 4 years
 - 4 years but less than 5 years
 - 5 years or more
- * 8. Please list applicable employers and dates worked for your years of face-to-face customer service. If you selected NO face-to-face customer service experience, enter n/a.

- * 9. Please describe your experience working with people in difficult situations, including providing information and explaining policy. Please indicate the frequency of your work in performing these tasks (seldom, back-up, monthly, weekly, daily, etc.)

- * 10. Please describe your experience working in a team environment. **In your response include employer(s), years worked in each position and the duties performed.**

- * 11. How many years of experience do you have in managing a cash register, balancing a cash register and end of day reconciliation?
 - No cash register experience
 - Less than 2 years
 - 2 years but less than 3 years
 - 3 years but less than 4 years
 - 4 years but less than 5 years
 - 5 years or more
- * 12. Please list applicable employers and dates worked for your cash register experience listed in the previous question. If you selected no cash register experience, enter n/a.

- * 13. Do you speak Spanish?
 - yes
 - no
- 14. If you answered YES to the previous question, please indicate your level of Spanish language proficiency.

- Low - Limited to basic vocabulary
- Moderate - Speak in simple sentences
- High - Speak in complex sentences

* 15. Please consider me for the following types of positions. Please select all that apply.

- Full-time
- Part-time
- Limited Duration
- Eligibility List

* Required Question