

March 18, 2024

**JOB VACANCY ANNOUNCEMENT
ADMINISTRATIVE OFFICE OF THE ILLINOIS COURTS
222 N. LaSalle Street, 13th Floor
Chicago, IL 60601**

POSITION:	Court Guide, Illinois Court Help
DIVISION:	Access to Justice Division
BENEFITS:	An attractive Judicial Branch benefits package is offered, including medical, dental, vision, pension plan, life insurance and deferred compensation.
SALARY:	Starting at \$61,132; salary at time of hire commensurate with experience
REPORTING RELATIONSHIP:	Supervising Senior Program Manager, Illinois Court Help, Access to Justice Division

PURPOSE

We share a vision of a community free from bias, systemic unfairness, and oppression, where everyone is treated with dignity and respect. The Court Guide, Illinois Court Help is a professional position that is integral to the day-to-day operations of the Illinois Court Help service. This program helps ensure fair and full access to Illinois courts for all court users via a call center using multiple modes of communication, including a telephone hotline, text messaging, email, and web messaging. Work is performed with considerable independence and with wide latitude for professional judgement under the general supervision of the Supervising Senior Program Manager, Illinois Court Help, Access to Justice Division.

ESSENTIAL FUNCTIONS

- Answers questions from court users, including self-represented individuals, lawyers, and court staff about their local courts and civil, criminal, and appellate court processes and procedures. Provides referrals to available legal assistance, resources, self-help materials, and court forms.
- Delivers information services to court users via a call center using multiple modes of communication, including a telephone hotline, text messaging, email, and web messaging.
- Contributes to a knowledge/content sharing system with localized information from court partners in every jurisdiction. Nurtures and develops relationships with court partners to cultivate content for the knowledge system.
- Adheres to data collection procedures of the Illinois Court Help service.
- Documents user feedback and barriers that court users report in accessing the courts to be used to make recommendations for improvements to court processes and procedures.
- Performs other duties as assigned.

EXPERIENCE, EDUCATION, AND TRAINING REQUIREMENTS

A Bachelor's Degree or equivalent experience working with Illinois courts or in a customer service role is required. Candidates must have a demonstrated commitment to working with underserved and

marginalized communities, self-represented persons, criminal defendants, and/or people with limited English proficiency. Preference will be given to applicants who have prior work experience in customer service or have experience working within the Illinois court system. Strong preference for applicants who are fluent in oral and written Spanish.

SELECTION FACTORS

Knowledge and Skills

1. Clear and effective written and oral communication skills with a customer service orientation.
2. Strong problem solving and organizational skills.
3. Able to effectively work on and contribute to a team.
4. Understands the barriers facing, and has empathy for, self-represented and limited English proficient people and their ability to participate in court processes. Is familiar with Access to Justice policy issues.
5. Excellent computer skills required, including proficiency using the internet and Microsoft Office products, including Word, Outlook, PowerPoint, Excel, and Teams. Experience using CRM or customer support technology platforms desired.
6. Able to use independent good judgment within established practice and procedural guidelines.
7. Must possess a valid Illinois driver's license and demonstrate proof of automobile insurance to operate a personal vehicle on state business, as well as maintain a safe driving record if travel within Illinois is possible or necessary.

Physical Requirements

1. Ability to sit for extended time periods.
2. Professional office working environment requiring telephone usage and ability to process written documents.
3. It is anticipated that this position will be entirely remote. Candidates must have their own appropriate workspace and reliable internet access. Employees will be provided necessary computer equipment for work duties. Candidates must be able to report to the Chicago or Springfield office with notice when necessary.
4. Travel within Illinois may be required.

Interested persons should submit - via email - a letter of interest, resume, and completed [Judicial Branch Employment Application](#) to:

courtempoyment@IllinoisCourts.gov

This position will remain open until filled. However, those persons submitting materials by **April 8, 2024** will be given first consideration.

EQUAL OPPORTUNITY EMPLOYER