



Circuit Court for Prince George's County Bi-Lingual Clerk (G-12)

SALARY	\$19.23 Hourly \$40,000.00 Annually	LOCATION	MD, MD
JOB TYPE	Full-Time (Grant Funded)	JOB NUMBER	19-00136
DEPARTMENT	Family Division	OPENING DATE	12/11/2023

Nature and Variety of Work

The Bilingual Clerk, assigned to the Family Division Information and Referral Desk, reports directly to the Information and Referral Manager. The incumbent is responsible for all administrative and clerical duties, including providing exceptional customer service in English and Spanish for all visitors and employees.

Examples of Work

Duties include but are not limited to:

- Provides a high-level of customer service in English and Spanish to judges, attorneys, and the public (in-person, virtually, and via phone).
- Reviews and processes various filings/documents accurately and within established timeframes governed by Maryland Rule and the Family Division Differentiated Case Management (DCM) Plans.
- Serves as the initial point of contact for all related inquiries within the Family Division/Circuit Court.
- Scans and files documents in case files and/or reviews filings for accuracy and processing in Odyssey (MDEC – Maryland Electronic Courts)
- Handles and processes confidential and sensitive documents.
- Performs a wide variety of clerical work such as, but not limited to, photocopying, filing documents, preparing letters, memoranda, recommendations, orders, and reports.
- Maintains dates and informs litigants of the Self-Represented Litigant Orientations.
- Assist with Zoom Hearings.
- Assists with compiling and reviewing forms and other court-related materials.
- Collects and compiles statistical data and conducts research.
- Moves files and other court-related materials between various offices.
- Assists with in-person customers accessing the Family Division kiosks.
- Performs other duties as assigned.

Minimum Qualifications

Must be fluent in English and Spanish (reading, writing, and speaking). High school diploma or G.E.D. certificate plus six (6) months of experience performing routine clerical assignments.

- Familiarity with Microsoft Office 365.
- Ability to handle confidential information with discretion.
- Must be able to work independently and make a sound judgment.

- Must be able to demonstrate a high-level of professionalism with Judges, Magistrates, court personnel, public officials, and employees from other justice partners.
- Must be able to interact and communicate with individuals of diverse backgrounds.
- Must be fluent in English and Spanish (reading, writing, and speaking).
- Knowledge of applicable computerized information systems.
- Knowledge of standard formats for data entry and preparation of information.
- Knowledge of modern office practices, procedures, and equipment.
- Ability to maintain records and files to prepare accurate and concise reports.

Additional Information

Funding Source

This is a full-time, 100% grant-funded position with benefits.

All applicants are subject to a background check.

The Circuit Court for Prince George's County is a drug-free workplace and an equal opportunity employer committed to diversity in the workplace. We do not discriminate based on race, color, religion, age, sex, marital status, national origin, physical or mental disability, genetic information, gender identity or expression, sexual orientation, or any other characteristic protected by state or federal law.

A request for ADA accommodations for interviews should be made at the time of notification of the interview.

Agency

Circuit Court for Prince George's County

Address

14735 Main Street
Room M2407
Upper Marlboro, Maryland, 20772

Phone

301-952-3708

Website

<https://www.princegeorgescourts.org/>

Bi-Lingual Clerk (G-12) Supplemental Questionnaire

*QUESTION 1

Do you speak, read, and write fluently in English and Spanish?

- Yes
 No

*QUESTION 2

Which of the following best describes your level of completed education?

- Master's Degree
 Bachelor's Degree
 Associate degree
 Some College

High School Diploma or G.E.D Certificate

***QUESTION 3**

If you selected "some college," please provide the amount of credit hours earned. If you did not select "some college," please enter N/A.

***QUESTION 4**

Please indicate your field of study.

- Business Administration
- Public Administration
- Social Services
- Other

***QUESTION 5**

How many years of clerical work experience do you possess?

- 3 or more years of experience.
- 2 years, but less than 3 years of experience.
- 1 year, but less than 2 years of experience.
- Less than one (1) year of experience.
- I have no experience performing clerical work.

***QUESTION 6**

Describe in detail your clerical work experience; include the employer's name and dates of employment. Please do not type "See Resume." If you have no experience, enter "N/A."

***QUESTION 7**

What is your proficiency level in using and troubleshooting the Office 365 Suite?

- Beginner
- Intermediate
- Proficient
- Advanced

***QUESTION 8**

Do you have customer service experience?

- Yes
- No

***QUESTION 9**

Describe in detail your customer service experience; include the employer's name and dates of employment. Please do not type "See Resume." If you have no experience, enter "N/A."

***QUESTION 10**

Do you have data entry experience?

- Yes

No

***QUESTION 11**

Describe in detail your data entry experience; include the employer's name and dates of employment. Please do not type "See Resume." If you have no experience, enter "N/A."

* Required Question