

CIRCUIT COURT FOR MONTGOMERY COUNTY, MARYLAND
Personnel Class Specification

Office Assistant II – Assignment Office
Document Imaging Clerk

DEFINITION OF CLASS:

An employee in this position is responsible for performing various general office duties in the Assignment Office. A primary function of this position is greeting and assisting customers at the front counter and involves the organization and scanning of office documents. The employee must have the ability to communicate in a patient and tactful manner and to effectively convey directions, instructions, and information to the public.

The incumbent shall develop and maintain thorough knowledge of Court organization and procedures, general office practices, and be able to make independent decisions in dealing with the public, staff and other Court employees. Information obtained in the course of the performance of these duties may be confidential or private in nature. The employee in this position must recognize that visitors to the Court may be under significant stress and ensure that they are treated with dignity and discretion as they obtain court-ordered services.

The employee will report directly to both the Assignment Commissioner and the Office Manager; and is ultimately responsible to the Court Administrator and Administrative Judge.

Circuit Court employees are *at-will* employees and serve at the discretion of the Administrative Judge. This means that either an employee, or the court, may terminate the employee relationship at any time, with or without cause. There are no contractual relationships between the Circuit Court and an employee; letters, benefit or policy statements, performance evaluation, handbooks, or other employee communications should not be interpreted as such. The *at-will* relationship remains in full force and effect notwithstanding any statements to the contrary made by court personnel or set forth in any documents.

EXAMPLES OF ESSENTIAL FUNCTIONS

To be successful, the employee in this position must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. This job description reflects management's assignment of essential functions. It is not an exhaustive list of responsibilities and does not prescribe or restrict various additional diversified tasks and assignments that may be required by Judicial Officers and/or the Court Administrator.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Review and prepare documents for scanning (e.g., courtroom sheets, orders, memos) and assist in the retrieval of scanned documents. Train co-workers in scanning procedures.
- Serve as a liaison to other departments, i.e. Court Researchers, regarding inter-office information and managing the “To Be Assigned Docket” statistics.
- Sort and process Court notices.
- Print out public list of daily docket assignments and perform daily afternoon docket changes/broadcast.
- Post information daily as to Duty, Family Duty and Administrative Judge assignments.
- Play a prominent role in answering incoming telephone calls. Attempt to answer all general inquiries or direct call accordingly.
- Assist the Differentiated Case Management (DCM) Clerk with locating DCM files and identifying the status for the Civil Settlement Pre-Trial docket cases.
- Develop and implement new methods of automating the scanning, organizing, and storing of documents.
- Access and utilize FILETRAIL in accordance with established procedures.
- Maintain a desk manual with a listing of all current duties and responsibilities. Manual must be clear, concise, and provide a step-by-step description of each job responsibility.
- Consistently offer assistance to co-workers and management when able.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to work the full-time standard Court work schedule of 8:00 a.m.-5:00 p.m., Monday through Friday, with flexibility to accommodate any necessary early or late meetings.
- Maintain a regular, punctual, and reliable level of attendance.
- Possess strong customer service skills.
- Ability to work independently.
- Answer incoming telephone calls in a consistent and prompt fashion.
- Fulfill all front counter assignments.

- Adhere to all policies and procedures that have been established by the Assignment Commissioner and the Court.
- Ability to communicate effectively, both orally and in writing, and exercise a high degree of judgment, tact, diplomacy, and competence in dealing with judges, attorneys, court personnel, and the public.
- Ability to work rotating assignments.
- Perform multiple assignments effectively and proficiently.
- Consistently demonstrate effective follow-through on both short and long-term assignments.
- Ability to lift stacks of court files as a part of performing the essential functions of this position.
- Handle stressful situations and maintain a professional demeanor when dealing with court personnel and the general public.
- Proficiency in English.
- Possess strong organizational skills.
- Understand basic legal terminology.
- Conversational Spanish helpful, but not required.

MINIMUM QUALIFICATIONS

- High school graduate with a good command of the English language (oral and written).
- Minimum two years of customer service experience.
- Excellent organizational skills and customer service are of the highest priority as well as competence and temperament to communicate with the legal community, in-house court personnel, and the general public.
- Basic knowledge of Microsoft Office Applications (e.g., Word, Excel).
- An equivalent combination of experience and education may be substituted.

Steps to apply for employment opportunities within Court Administration:

*** NOTE -** Due to a recent change in the way Google Chrome handles PDF's, we recommend using Microsoft Edge, Firefox, or Safari to download the Employment Application.

[Download the Employment Application.](#) (PDF)

1. Complete the application in its entirety. Your application may be rejected if information is missing.
2. Be sure to save your application to your local computer early and often.
3. Once you are finished, email the completed application, cover letter, resume, and writing sample to adminhr@mcccourt.com

<https://montgomerycountymd.gov/cct/careers.html>