

SNOHOMISH COUNTY JOB DESCRIPTION

JUDICIAL PROCESS ASSISTANT LEAD

Spec No. 6091

BASIC FUNCTION

To administer and perform complex technical operations of court records and court document processing; provide customer service to the public; lead and train subordinate employees; and oversee the daily operations of the assigned division.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Leads subordinates; prioritizes and assigns daily work and trains subordinate employees as necessary; reviews work in progress and upon completion, ensures accuracy and compliance with instructions and established policies and procedures; handles day-to-day personnel questions and problems; may act as the Supervisor in his/her absence.
2. Analyzes, researches and resolves complex technical court document and exhibit filing, examination, indexing, and cashiering issues and questions encountered in the work unit which subordinate level employees cannot answer; understands and possesses in depth knowledge of and applies recordkeeping principles and controls, state laws, state and local court rules, rules of appellate procedure, and Administrative Orders governing court document processing and court records management in the Clerk's Office.
3. Receives, investigates and resolves customers' questions, issues and complaints; serves as technical support to the Clerk, Superior Court Administration and Bench, and other government agencies or contractual agents.
4. Communicates staffing assignments to ensure the daily scheduling and workload needs are met; provides back up and peak workload coverage for co-workers.
5. Initiates business correspondence related to assigned duties including but not limited to public court record information requests and follow-up correspondence, and communications with the Prosecutor's Office, Superior Court, the Administrative Office of the Courts, other Clerks' Offices, Court of Appeals, State Supreme Court, and State/Federal agencies.
6. Assists Manager and Supervisor with administrative matters including job interviews, budget preparation, employee evaluations, employee coaching and counseling, development of department and/or division policies and procedures, development of business requirements for computerized systems and assesses the impact of implementing new statutory requirements and court rules as directed.
7. Develops, recommends, and implements procedural changes and systems for use by subordinate level employees in the work unit; may serve as liaison with other divisions/departments or government agencies; may be required to represent the department in related presentations/meetings outside the office.
8. Provides complex training for Judicial Process Assistant employees on an ongoing basis.

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STATEMENT OF OTHER JOB DUTIES

9. Collects data, develops complex database queries, prepares reports and maintains records as required, including timekeeping for the division.
10. Acts as back up to Division Supervisor as assigned.
11. Testifies in court cases as a subject matter expert regarding Clerk's Office policies and procedures and statutory responsibilities as required.
12. Performs all duties of subordinate level employees as required, and may be assigned Judicial Operations Assistant Lead and/or Judicial Accounting Assistant Lead duties.
13. Performs related duties as required.

MINIMUM QUALIFICATIONS

Associate's degree in criminal justice or paralegal studies or completion of an accredited legal assistant program; AND one (1) year experience as a Judicial Process Assistant; OR three (3) years' experience as a Judicial Process Assistant; OR, the equivalent combination of training and/or experience which provides the required knowledge and abilities. Must pass job related tests.

SPECIAL REQUIREMENTS

A valid Washington State Driver's License is required for employment.

Typing of forty-five (45) wpm required.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Clerk's Office policies and procedures
- court document filing, examination, interpretation and processing pursuant to state laws, state and local court rules including Rules of Appellate Procedure and Superior Court administrative orders
- state and local databases and Clerk's case management system (CMS)
- legal terminology, technical indexing into CMS and records management
- county departmental structures, specifically including Prosecuting Attorney, Public Defender, Superior Court, District Court, Sheriff, and records management warehousing
- cash handling, receipting, balancing methods and techniques, including ability to recommend and implement cash-related accounting controls
- basic bookkeeping and arithmetic

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KNOWLEDGE AND ABILITIES (Continued)

- computer software applications, including Microsoft Office Suite
- public records research techniques and procedures
- Clerk's Office practices and procedures and commonly used equipment
- databases and query development
- employee training practices, methods and techniques
- customer service best practices
- basic principles of supervision

Ability to:

- establish and maintain effective work relationships with superiors, peers and subordinates
- learn, understand, and execute complex oral and written policies and procedures
- research and provide answers to public court records research questions
- maintain required indexing, filing, and cashiering accuracy standards
- follow complex oral and written instructions
- communicate effectively with customers including a culturally diverse population and angry or distraught customers in a professional and courteous manner. May be required to obtain information from defendants in the face of hostility and dispute
- communicate effectively orally and in writing
- utilize standard and specialized office equipment
- update and write new procedures when necessary
- train and provide support to staff
- provide technical maintenance of Clerk's CMS
- work independently in a high-pressure environment, making consequential work decisions in accordance with laws, court policies and procedures
- utilize standard and specialized office equipment; including computers, printers, copiers, telephones
- maintain public databases including entering data, performing data verification, developing queries, and making data corrections
- maintain accurate accounts in cashiering
- maintain accurate and complete court records and databases
- analyze and solve work related problems; and communicate effectively with staff and supervisor/manager to promote and exchange ideas and information
- train and provide support to Customer Services, Case Management, Juvenile, Court Services, and select areas of Court Operations and Judicial Finance staff

SUPERVISION

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The employee in this class receives administrative direction from the Judicial Process Assistant Supervisor or division manager and has wide latitude in dealing with technical matters of the division. The employee is responsible for the quantity, quality and accuracy of the work

SUPERVISION (Continued)

produced by subordinates. The employee plans and carries out successive steps to resolve problems in accordance with written and/or verbal instructions, policies, procedures and accepted practices.

WORKING CONDITIONS

The work is performed in all areas of the Clerk's Office and Superior Court, including the Denney Juvenile Justice Center and off-site locations.

PHYSICAL EFFORT

The employee must be able to perform physical tasks including lifting boxes and material weighing up to thirty (30) pounds, daily crouching, bending, kneeling, and reaching, and sitting and/or standing for long periods of time; use of ladders/step stools may be required. There is also considerable arm/hand movement required for database entry. Pushing a cart over carpets, concrete, and aggregate surfaces may also be required.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: September 1986

Retitled: Judicial Process Assistant, Lead September 1999

Revised: January 2007, July 2017, January 2019

EEO Category: 6 – Administrative Support

Pay Grade: 237 – Classified Pay Plan

Workers Comp: 5306 Non-Hazardous