

JOB RESPONSIBILITIES FOR COURT COLLECTIONS DEPUTY CLERK
Class Code: 9A1 – 10A111 Full Time / Benefited Position
Reports to the Shoshone County Clerk

CLASSIFICATION SUMMARY

Primary function of the Court Collections Deputy Clerk is to monitor court assigned financial obligations for the First Judicial District in Idaho. The primary responsibility is to monitor accounts to identify overdue payments, find & contact debtors to arrange debt payoff and keep accurate records and reporting on collection activity. This includes but is not limited to Citations, Infractions, Misdemeanors, Felony, Criminal, Civil and Juvenile cases that are filed in Magistrate and District Courts.

This position will also back up the Court Records Deputy Clerks as needed and will be required to work closely with other staff to ensure all aspects of the job are completed according to Idaho Statutes.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Monitor court case financial obligations to assure payments have been made as defined by court order and identify outstanding debts
- Investigate historical data for each debt.
- Find and Contact debtors to ask about their overdue payments.
- Take actions to encourage timely debt payments by negotiate payment plan and method
- Process money received in the form of cash, check or credit card.
- Update account status records and collection efforts
- Report on collection activity and accounts receivable status
- Balances and reconcile daily cash receipts for the Courts using the Odyssey system.
- Ability to read and interpret Help Guides that assist staff in processing documents received.
- Ability to organize assigned tasks and adhere to defined time frames to process documents
- Process court related documents by entering them into the Idaho Statewide Electronic Records & Case Management System (Odyssey)
- Monitor case progression and perform necessary tasks to get the documents prepared and forwarded to appropriate parties
- Organize documents electronically to be given to the Judge for review and signature.
- Prepare & process Court Orders, as they pertain to collections of court fines and fees, and distribute them as defined by Idaho Code
- Provide public assistance in person, via email and on the telephone.
- Answer citizen questions in a courteous and timely manner – within the confines of Idaho Code regarding what information can be shared.
- Keep immediate supervisor and court records lead fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Communicate and coordinate regularly with appropriate co-workers to maximize the effectiveness and efficiency of interdepartmental operations and activities;

- Maintain strict confidentiality at all times; Will not discuss confidential case information or provide any legal advice or direction.
- Attend required specialized training classes and seminars.
- May be assigned to assist other department and County employees as needed or requested;
- Performs all work duties and activities in accordance with County policies, procedures, and safety practices.
- Work independently;
- Prepare, review, and maintain files, records, reports, databases, and correspondence, determining content and follow-up, if required;
- Organize and follow oral and/or written policies, procedures, and instructions;

CLASSIFICATION REQUIREMENTS

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty satisfactorily and be successful in the position.

Knowledge of:

- Collection Specialist or Similar Role
- Billing procedures and collection techniques
- Skilled in negotiation & problem solving skills
- Court and related judicial system operations, legal processes, procedures, methods, legal terminology and policies;
- Applicable local, State and Federal court statutes, codes and ethical standards;
- Processing of payments;
- Odyssey Computer System
- Must type a minimum of 40 words per minute;
- Operate standard office equipment, a personal computer, and program applications appropriate to assigned duties;
- Patience and ability to manage stress
- Considerable knowledge of Microsoft Office Suite – Word, Excel and Outlook;
- Communicate clearly and concisely, orally and in writing;
- Preparation and maintenance of records, files, reports, court calendars and schedules;
- English spelling, grammar, punctuation and composition;

Skill and Ability to:

- Perform the duties of a Deputy Court Clerk, including maintaining a professional demeanor during emotional and/or stressful proceedings;
- Work independently;
- Prepare, review, and maintain files, records, reports, databases and correspondence, determining content and follow-up, if required;
- Organize and follow oral and/or written policies, procedures and instructions;
- Perform a wide variety of duties with accuracy and speed under the pressure of time sensitive deadlines;

- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner;
- Perform time management and scheduling functions, meet deadlines, and set project priorities;
- Establish and maintain effective working relationships with judges, the public, supervisory personnel, attorneys, court personnel, and other County employees under occasional stressful conditions;
- Respond to citizen requests in a courteous and effective manner;
- Use good judgment to make sound and reasonable decisions and problem-solving skills to respond to customer service needs in accordance with laws, ordinances, regulations and established policies;
- Must be able to maintain individual and court confidentiality in all aspects of the job;
- Adhere to the Personnel Policy and other Shoshone County policies and procedures.
- Maintain a Valid Idaho Driver's License

ACCEPTABLE EXPERIENCE AND TRAINING

- High school diploma or GED is required
- Financial Collection Processes
- One (1) year Legal Assistant experience processing court documents & reports;
- Reconciliation of Payments Collected
- An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

PHYSICAL DEMANDS & WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, bend, use hands to keyboard or type, handle materials, or manipulate tools used in performing the essential functions of the classification, and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this classification include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Sufficient clarity of speech and hearing abilities required by this classification includes those which permit the employee to discern verbal instructions and communicate effectively in person, by telephone. While performing the duties of this classification, the employee works in an office setting where the noise level in the work environment is usually moderate.