

# OREGON JUDICIAL DEPARTMENT JUDICIAL SERVICES SPECIALIST 3

**J9740**

Level in Classification  
Series: 3 of 4

## **GENERAL CLASSIFICATION DESCRIPTION:**

The Oregon Judicial Department Judicial Services Specialist (OJD JSS) 3 performs a wide variety of complex clerical or administrative support duties relating to the operations of the Oregon Judicial Department (OJD).

These positions are located in all units within OJD.

## **DISTINGUISHING FEATURES:**

This is the third level of a four-level series. This class is distinguished from the lower levels by the more complex nature and responsibility of work performed or by the wider variety of duties, either in the courtroom or in the areas of case management, records/file management, or administrative support. These positions may include project coordination responsibility for a single function. It is distinguished from the higher level by the absence of responsibility for the most complex, technically difficult, or specialized duties within a major functional area.

## **CHARACTERISTICS:**

Employees in this classification require a thorough understanding and knowledge of an entire process(es), and may perform all of the steps in a process with multiple or gradually more complex steps.

Employees in this classification exercise independent judgment and discretion, based on experience, when selecting applicable guidelines and alternatives in order to apply criteria established by statutes, rules, policies, and procedures in responding to questions from OJD staff, public and private sector agencies and the general public. Work involves the application and interpretation of financial, statistical and accounting data, or other data, facts, procedures, and policy relating to a function of OJD. Significant deviations require approval.

Errors may have significant impact or consequence if established procedures are not followed.

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## **Supervision Received:**

Employees in this classification work independently with minimal supervision. Work is reviewed as necessary for conformance to guidelines and procedures.

## **Supervision Exercised:**

Employees in this classification exercise no supervisory responsibility over others, but often provide training, information, or guidance to coworkers, and may act as the technical specialist or resource to others for the assigned area.

## **Working Relationships:**

Employees in this classification interact with a variety of individuals (e.g., judges, hearings referees, attorneys, litigants, defendants who may be in custody or in a secured facility, law enforcement personnel, other OJD staff, the general public, other state and private sector agencies, credit bureaus, financial institutions, community partners, and others) to provide services and to obtain, share, and exchange information regarding pending cases, complex data, policies, procedures, and alternatives relating to a function or functions of the unit to which assigned.

## **EXAMPLES OF DUTIES and RESPONSIBILITIES:** (includes typical essential functions<sup>1</sup>)

The duties below are not all inclusive but characteristic of the type and level of work associated with this class. Incumbents may do all or some combination of the duties listed below as well as other related duties as assigned. Such duties, may at times, for business reasons, require the performance of higher or lower level duties on a limited basis.

Be responsible for difficult case management issues, including reviewing complex files to determine proper order and next appropriate action(s), enter data into an automated case tracking system, and coordinate with the

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<sup>1</sup>**ESSENTIAL FUNCTIONS:** *Essential functions, as defined under the Americans with Disabilities Act, may include the following duties, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and duties performed by incumbents of this class. See individual position description.*

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appropriate judge, supervisor, or administrative authority regarding alternatives.

Schedule, re-schedule, or organize the most critical and complex court dockets and other appearances (having multiple scheduling requirements) among multiple parties or for an entire unit in accordance with statutory timelines and established guidelines.

Within established guidelines, determine and take necessary actions on complex transactions, issue or recall warrants or show cause actions, suspend or clear suspensions on drivers' licenses, record judgments, disburse funds or determine fees, initiate appropriate action for the collection of delinquent accounts, and perform the like.

Within established guidelines, sign or approve for signature Judicial Orders authorizing court-appointed counsel, or establishing or closing estates, guardianships and conservatorships; setting amount of bonds and approving bonds; auditing accountings.

Coordinate jury function, draw and determine jurors needed, notify and excuse or defer jurors, keep a variety of records related to juries, and supervise and inform jurors of procedures.

Provide oversight for a functional area in an OJD unit such as records control and maintenance.

Participate in the development and maintenance of a variety of systems and procedures; maintain manuals and update resource materials such as desk reference manuals for a unit within an OJD location, and review and determine priorities within a functional area.

Within established guidelines, determine necessary actions in difficult or complex situations and direct parties or take appropriate action; respond to difficult complaints and requests for information from the public, litigants, attorneys, and others.

Perform courtroom clerk duties, including performing real-time data entry of courtroom proceedings (while court is in session) and other data into multiple computer systems and generating instant judgments in adherence to applicable sentencing guidelines; work with judges or technology specialists to update, modify, or improve existing computer systems.

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While court is in session, operate various electronic or digital recording equipment, or provide technical support of multi-media technology in the courtroom; prepare the courtroom, process side-table forms, or deal with pro se litigants.

As the sole on-site staff, provide full service administrative and clerical support services at a remote location.

Monitor bench probationers under the jurisdiction of the judge or hearings referee including, but not limited to, reviewing files and maintaining a tickler system to ensure compliance with conditions of probation; interacting with the probationer, parole and probation officer, and other related parties to follow-up on compliance with conditions of probation; preparing show cause orders and other documents as directed by the judge or hearings referee.

Provide guidance regarding court operations and day-to-day procedures to judges pro tempore, new judicial clerks or law clerks; arrange for or provide training on the data systems and processes used.

Provide data gathering for the judge or hearings referee in preparation for a trial or court conference, such as follow-up on case data, accessing criminal history of defendant, reviewing the case file for completeness, assuring all relevant documents are present, etc.; perform limited research for the judge or hearings referee.

Attend hearings or oral arguments on- or off-site in support of the judge or hearings referee and the judicial operations; prepare and maintain statistics or a record for the judge or hearings referee regarding case types, timelines, etc.

Perform confidential and administrative support to the local Presiding Judge or Chief Judge including, but not limited to media coordination, management of confidential personnel files or personnel-related processes, tracking of legislative materials and deadlines during the legislative session, managing case assignments, and other administrative tasks for the court.

Provide coordination and support for the judge or hearings referee in specific areas of emphasis such as family law, treatment court, juvenile, probate, adoption, etc.; including, but not limited to, maintaining or updating records of

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special proceedings, arranging for special celebrations or milestones for such programs, and creating formal presentation materials.

Review and verify the most complex information for accuracy, especially financial, or provide expertise and oversight in this area on a court-wide basis; disburse OJD funds; verify and reconcile the most complex cash transactions; open and close accounts; and maintain and balance ledgers, registers, and journals for the court. Develop and implement systems and procedures for the collections of fees and fines owed to the court.

Perform computer data entry.

Prepare the record for cases on appeal to a higher court.

Perform administrative support duties such as composing letters, preparing and typing a variety of correspondence and legal documents (e.g., orders, opinions, and instructions); editing documents for grammar and content for final review; maintaining databases; maintaining a supervisor, judge, or hearings referee's calendar; making travel arrangements; setting up meeting rooms; maintaining and verifying a supervisor, judge, or hearings referee's continuing legal education requirements and preparing a report for the Oregon State Bar; and arranging for interpreters. Serve as the technical resource for others in an assigned subject area.

Participate in statewide, OJD-wide, or local committee meetings, including making recommendations regarding future improvements in processes, procedures, etc.; act as local OJD liaison for such committee(s).

## **JOB QUALIFICATIONS:**

### **Knowledge, Skills and Abilities<sup>2</sup> (KSA's):**

- Knowledge of modern office practices, and procedures.

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<sup>2</sup> **NOTE:** *The KNOWLEDGE, SKILLS and ABILITIES are required for initial consideration. ABILITIES may also be required at any time during the selection process, or during a trial service period as a final step of the selection process. Some duties performed by positions in this class may require different KSA's. No attempt is made to describe every KSA required for all positions in this class. Additional KSA requirements will be explained on the recruiting announcement.*

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- Knowledge of correct English usage, spelling, grammar, and punctuation.
  - Advanced knowledge of OJD operations, including procedures, forms, records, documents, and legal terminology used in OJD processes.
  - Knowledge of computers, word processing software, scanners, copiers, and other electronic office equipment.
  - Knowledge of telephone and public contact etiquette.
  - Knowledge of accounting and collections practices.
  - Knowledge of interviewing practices and techniques.
  - Knowledge of recordkeeping practices and methods of preparing business correspondence, memoranda, and reports.
  - Knowledge of preparation and maintenance of electronic calendars or dockets.
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- Skill in operating complex computer systems and a variety of electronic office or multi-media equipment.
  - Skill in organizing and prioritizing work with competing importance and exercising independent judgment in making appropriate decisions concerning work methods.
  - Skill in typing accurately at a speed necessary for adequate job performance.
  - Skill in organizing and maintaining an electronic or paper filing system.
  - Skill in dealing with individuals on the phone or in-person from diverse backgrounds and varying degrees of behavior.
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- Ability to understand and follow oral and written instructions.
  - Ability to learn the functions, operations, and procedures of the unit to which assigned, and to apply necessary rules, laws, etc., for its operation.
  - Ability to perform multiple tasks (sometimes concurrently) accurately, and in a fast-paced environment.
  - Ability to type or perform word processing accurately and efficiently as necessary for adequate job performance.
  - Ability to perform complex arithmetical computations.
  - Ability to adapt to change in work expectations, processes, and technology.
  - Ability to communicate effectively, orally and in writing.
  - Ability to provide direction and assistance to the public, co-workers, and others; determine appropriate course of action relative to the more

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complex or critical messages, calls, or requests from the public and others during the course of daily work.

- Ability to read, interpret, explain, and apply laws, rules, and directions, or apply a body of technical information to OJD operations.
- Ability to independently initiate and answer correspondence.
- Ability to prepare clear, concise and accurate records and reports.
- Ability to perform complex legal support work involving initiative and judgment.
- Ability to work independently with minimal supervision.

## **Experience and Education:**

Any combination equivalent to experience and education that could likely provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

### **Experience:**

- A significant amount of increasingly responsible experience (i.e., two (2) - four (4) years) performing duties related to the operation of the OJD; or;
- at least two (2) or more years of responsible, clerical experience in a moderately complex office or business setting involving the processing of financial, administrative, or legal documents.

### **Education:**

- possession of a high school diploma or GED, or equivalent life or work experience; or
- completion of a vocational education or training program beyond high school or GED level specializing in business and clerical practices.

## **Oregon Judicial Department**

Adopted: 07/07

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