



Lead Court Attendant

Class Code:
4975

Bargaining Unit: Unrepresented - Non-management

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ALAMEDA
Established Date: Nov 5, 2014
Revision Date: Nov 6, 2014

SALARY RANGE

SEE SALARY SCHEDULE

JOB DESCRIPTION:

JOB DEFINITION

Under general supervision, the Lead Court Attendant is a full-range lead worker and trainer who assists the Court Supervisor with the day-to-day operations of the unit and special projects including development of training materials and procedural manuals; preparing and monitoring work schedules; deploying, assigning and coordinating work; and other related duties as assigned.

EXAMPLES OF DUTIES:

NOTE: The following are duties performed by employees in this classification; however, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all listed duties.

1. Serves as an assistant to the Court Supervisor; assists in preparing work schedules; coordinates staffing and assigns Court Attendants to appropriate departments including arranging per diem services as needed to cover court proceedings; provides primary Court Attendant relief on an as needed basis; and coordinates work flow and cross training within the work unit.
2. Assists the Court Supervisor in developing Court Attendant training materials, maintaining and updating manuals; assesses and makes recommendations regarding training needs to include safety; and provides on-going training within the unit.
3. Performs special projects; may coordinate, prepare and attend security and safety staff meetings; conducts surveys, prepares notices and agendas; coordinates and provides information to local law enforcement agencies and staff; may recommend, coordinate, prepare and attend security and safety training classes; acts as a member or coordinator on various court committees; and attends a variety of meetings, conferences, workshops and staff development events.

4. Assists the Court Supervisor in providing technical assistance in the appropriate subject matter area within the unit including overseeing the work of Court Attendants as related to scanning and entering documents into the Case Management System, and Judicial Library maintenance; maintains and updates databases and directories, may assist in dealing with and resolving complex problems, issues and complaints from the public and informs and provides reports to the Court Supervisor; establishes and maintains office filing system; maintains statistical information; orders, maintains and inventories office supplies and equipment and gathers and compiles information for various reports.

5. Assists in receiving and examining a variety of documents and forms for sufficiency of information, completeness, timeliness and required supporting documentation; returns unacceptable documents, notes discrepancies and reasons for rejection and submits for approval.

6. Reports courtroom operational and safety issues; makes recommendations for improvement to immediate supervisor; and may participate in the hiring process of new employees.

7. Serves as primary back-up to the Court Supervisor.

8. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Option I

Experience:

Equivalent to two years of full-time experience as a Court Attendant with the Superior Court of California, County of Alameda.

Or Option II

Experience:

The equivalent to three years of full-time clerical and/or security services, with at least two of the three years of experience in a court, corrections, law enforcement, probation and/or private security company.

KNOWLEDGE AND ABILITIES:

Knowledge of court procedures; customer service practices; problem solving; conflict resolution techniques; modern office procedures, methods and practices; operation of standard office equipment, including copier, fax machine, scanner, recording and audio/visual equipment;

hardware and software computer programs including word processing applications, correct English usage, grammar, spelling vocabulary and punctuation; and business office correspondence.

Ability to maintain order and silence in a courtroom; assist judicial officers, attorneys and other personnel; draft procedures and correspondence; understand and execute oral and written instructions; operate modern office equipment, including copier, fax machine, scanner and recording and audio/visual equipment; retrieve and interpret information on a computer screen; demonstrate proficiency using computer, including keyboard and mouse; observe situations and determine appropriate courses of action; use good judgment and interpersonal skills to mediate and to diffuse disputes in the courtroom; listen carefully to note pertinent information; communicate effectively; remain calm in a demanding and stressful work environment; establish and maintain cooperative working relationships with judges, attorneys, staff and the public; maintain confidentiality; schedule and arrange appointments and meetings; lead staff; develop and maintain training materials and manuals; uphold court code of ethics; work independently and as part of a team; identify problems, select alternatives, and make recommendations; manage multiple tasks and priorities; travel to and develop a regular work schedule at multiple court locations.

ESSENTIAL FUNCTIONS

Note: The specific duties may vary between assignments; however, the following are considered essential job functions expected of the Lead Court Attendant. Frequent ongoing use of a computer terminal; the ability to converse and to respond appropriately to inquiries and requests; work with time constraints and under pressure in some situations.

LICENSE

Possession of a valid California Class C driver's license or the ability to utilize an alternative method of transportation when needed to carry out essential job functions.

PHYSICAL DEMANDS

1. Strength, dexterity and coordination and/or ability to use computer keyboard and to read a video display terminal on a regular basis.
2. Ability to listen to verbal requests from the public and court staff, and to respond appropriately.
3. Occasional lifting of objects weighing up to 25 lbs.

4. Standing and sitting for long periods of time is periodically required.
5. Climbing up and down stairs.
6. Travel to different court locations as needed.