City of Dallas
Classification Specification

Title:	**Court Specialist II**	**Class Code:**	**43009**
Application:	**Career Series**	**Pay Grade:**	**D**
Supplemental/Code:	**Clerical/4**	**Established:**	**10/01/94**
FLSA Status:	**Non-Exempt**	**Revised:**	**01/01/09**

Position Purpose

Provides specialized customer service to citizens with Class C misdemeanor tickets and citations. Ensures tickets are timely and accurately updated to prevent case from assignment to warrant status and possible inappropriate arrest of citizen. May be assigned to work in a variety of units within Court & Detention Services.

Essential Functions

1. Receives payments from citizens for tickets and citations; enters information into computer system; makes change, and provides receipt of payment to citizen.

2. Answers questions from citizens in person and over telephone regarding procedures, tickets, fine schedules, payment plans, and other options.

3. Sets court dates for citizens requesting a trial; accesses court calendar on computer; provides citizen with document listing date, time, and courtroom.

4. Sets up payment plan for citizens who cannot pay total amount of fines; calculates amounts due and informs citizen of payment schedule.

5. Prepares appropriate forms to set up work release arrangements for citizens assigned to provide labor in exchange for fines.

6. Process and validate security bonds submitted by attorneys. Reviews, verifies information, witnesses signature, prepares file jacket, ensures jacket is submitted to municipal judge on trial date.

7. Refers controversial inquiries to supervisors.

8. Regular, reliable and punctual attendance is an essential function of the job.

Skills, Knowledge and Abilities Required to Perform Work

Knowledge of the principles and practices of customer service.

Ability to follow instructions and apply detailed procedures.

Ability to communicate effectively both orally and in writing with a wide variety of people.

Ability to establish and maintain an effective working relationship with all levels of management, city officials, vendors, other government agencies, other employees and the general public.

Ability to operate computer terminal to enter information into appropriate fields.

Ability to operate office equipment, including typewriter, fax machine, copiers, scanner, and telephone.

Ability to accurately count cash and coin, and to make correct change.

Ability to record transactions, and keep accurate records.

Working Conditions and Hazards

Work performed under normal office conditions.

The above statements are intended to describe the general nature and level of work performed by personnel assigned to this classification and is not necessarily an exhaustive list of all responsibilities, duties and skills required.